

TECHNOLOGY BASED TRAINING NETG COURSE CATALOG

**Course Listings with Descriptions
and Learning Objectives
for FY 2003-2003**

**Division of Administration
Comprehensive Public Training Program**

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13190 - Lotus Notes R5: Collecting and Organizing Information

This course provides participants with the fundamental skills to use Lotus Notes R5 on a daily basis in their workplace. At the completion of this course, students will learn how to identify the different application types in Lotus Notes, the features provided for Lotus Notes mails and the features of Notes replication; use Notes workspace to perform common tasks; create and enhance documents using different formatting options; and organize the workspace by managing views, folders and bookmarks.

Learn To

• Identify the different application types in Lotus Notes, the features provided for Lotus Notes mails and the features of Notes replication; Use Notes workspace to perform common tasks; Create and enhance documents using different formatting options; Organize the workspace by managing views, folders and bookmarks.

Audience

This course is intended for end users that are looking to use the fundamental features of Lotus Notes R5. Participants should have completed Microsoft Windows 98 Fundamentals (Course 71011) or have equivalent knowledge.

13190 Objectives

Unit 1: Notes: An Introduction

- Identify the functions of groupware products.
- Identify the uses of Lotus Notes R5.
- Match the primary programs of the Lotus Notes R5 environment with their uses.
- Identify the features that provide security in Lotus Notes R5.
- Match the different application types in Lotus Notes R5 with their uses.
- Identify the features of documents in Lotus Notes R5.
- Identify the messaging features provided by Lotus Notes R5.
- Identify the features of Notes replication.

Unit 2: Navigating the Workspace

- Start the Lotus Notes R5 client by using the taskbar.
- Identify the tasks that can be performed from the Welcome page.
- Access Lotus Notes R5 help.
- Match the components of the Lotus Notes R5 Workspace with their functions.
- Display Smarticons.
- Identify the uses of headlines.
- Access the Workspace by using the bookmark bar.
- Create a Workspace page by using Smarticons.

Unit 3: Notes Databases

- Open a Notes database by adding its icon on the workspace.
- Display the About document for a database by using the Open Database dialog box.
- Determine the access level for a database by using the status bar.
- Arrange database icons on the workspace.
- Navigate the contents of a database by using panes.

- Locate specific documents in a database by using database views.
- Selectively delete multiple documents.
- Scan a database to display all unread documents.
- Identify the characteristics of the document structure in Lotus Notes R5.
- Create a main document.
- Edit a document by pasting information by using shortcut keys.
- Create a response document by using the Action bar.
- Print a Notes document by using the Action bar.
- Create a table in a document.
- Create lists in a Notes document.
- Create a section in a document.
- Format a document by changing the text attributes.
- Format paragraphs in a document by using the ruler.
- Format a document that contains tables by using the Table Properties dialog box.
- Format a document that contains lists.
- Format a section in a document.
- Attach an object to a document.
- Create a link to another database within a Notes document.

Unit 4: Organizing the Workspace

- Create a view.
- Create a new category in a Notes database.
- Manage the display of items in the View pane.
- Print all documents in a view.
- Create a personal folder.
- Save documents in a personal folder by using the view pane.
- Create a bookmark for a Web page by dragging and dropping links.
- Create a bookmark for a view.
- Create a bookmark for a document in a related folder.

13192 - Lotus Notes R5: Calendaring and Scheduling

This course provides participants with the skills necessary to use Lotus Notes R5 on a daily basis in their workplace. At the completion of this course, students will learn how to display the Lotus Notes R5 calendar and provide access to a calendar; work with appointments and alarms; schedule and manage meetings and resources; and integrate the calendar with other Notes applications.

Learn To

- Display the Lotus Notes R5 calendar and provide access to a calendar.
- Work with appointments and alarms.
- Schedule and manage meetings and resources.
- Integrate the calendar with other Notes applications.

Audience

This course is intended for end users that are looking to use the fundamental features of Lotus Notes R5. Participants should have completed Microsoft Windows 98 Fundamentals (Course 71011), Lotus Notes R5: Collecting and Organizing Information (Course 13190), and Lotus Notes R5: Messaging and Working Remotely (Course 13191) or have equivalent knowledge.

13192 Objectives

Unit 1: Working with Appointments and Alarms

- Identify the uses of the Lotus Notes R5 calendar.
- Display the Lotus Notes R5 calendar in a specified format.
- Change the duration of intervals between the time slots on each day.
- Change the first day of the week.
- Add an appointment to the Lotus Notes R5 calendar.
- Create a repeating appointment.
- Change the date of an appointment in the Lotus Notes R5 calendar.
- Delete an appointment entry from the Lotus Notes R5 calendar by using the Clear option.
- Add a reminder to the Lotus Notes R5 calendar.
- Set an alarm for a single calendar entry by using the Calendar Entry form.
- Set an alarm for all new calendar entries of a particular type.
- Respond to an active alarm.
- Respond to a missed alarm.
- Cancel an alarm for a calendar entry by disabling the alarm.

Unit 2: Scheduling Meetings

- Create a meeting invitation calendar entry.
- Locate invitee free time for a given criteria.
- Reserve resources for a given Meeting Invitation calendar entry.
- Display the responses of the people invited to a meeting.
- Reschedule a meeting to a new date.
- Specify your free time schedule.
- Provide specific users access to your free time schedule.
- Accept a meeting invitation by using the meeting invitation mail.
- Accept a meeting invitation tentatively by using the meeting invitation mail.
- Propose a change of date for a scheduled meeting by using the meeting invitation mail.
- Delegate a meeting invitation to a specified user by using the meeting invitation mail.
- Automatically accept meeting invitations.

Unit 3: Sharing and Integrating the Calendar

- Set permissions by using the Action Bar to allow other users to read your calendar.
- Set permissions by using the Action Bar to allow other users to manage your calendar.
- Enable simultaneous viewing of the calendar and the Inbox by using the Welcome page.
- Copy the contents from the meeting invitation as a calendar entry.

71051 - Microsoft Access 97 - Part 1

This course is the first of a two part series which will cover the skills necessary for the Expert User certification exam. The unique Skill Builder instruction uses simulation, questioning, practice, quizzes and multiple study paths to create a learning environment that enhances your enjoyment and comprehension. Preassessment testing in the beginning of each unit will allow you to have a personalized study path based on the knowledge and skills demonstrated. Mastery tests at the end of each unit allow you to verify your understanding of key skills and guide you back to any content that warrants further study.

Learn To

- Work with the components and objects of a Microsoft Access 97 database.; Create a table, and manipulate its format and data; Locate and manipulate data.

Audience

This course is intended for anyone who is interested in learning the capabilities of Microsoft Access 97. Participants should have taken Microsoft Windows 95 Fundamentals (Course 70011).

71051 Objectives

Unit 1: Introduction to Microsoft Access 97

- Identify the advantages of the database approach to store data over the traditional approach, and the advantages of an RDBMS.
- Identify the definitions of a DBMS and an RDBMS.
- Create a new database.
- Identify the types of Access interface components.
- Identify the steps used in planning a database.

Unit 2: Working with Tables

- Create tables using the Table Wizard and the Table Design.
- Manipulate fields in a table.
- Insert a field into a table.
- Modify the properties of a field.
- Modify the field layout by moving a field in the Table Design View.
- Delete a field.
- Enter data in a table using the Datasheet View.
- Customize the Datasheet View.
- Modify data in a table using the Datasheet View.
- Locate a record in a table.
- Delete a record from a table.
- Integrate data from other applications.
- Add an existing bitmap image to a record.
- Link tables by creating relationships between them.
- Create a relationship between two tables.
- Maintain data integrity in tables.
- Set the Validation rule criterion for a given field of a table.
- Set a Validation text criterion for a given field of a table.
- Set the Required property criterion for a given field of a table.
- Set a lookup field in a given table.

Unit 3: Working with Data

- Locate a specific record.
- Apply filters on a table to filter data.
- Sort data on single and multiple fields.
- Manipulate a query.
- Modify a query and create a Crosstab query.
- Add fields to an existing query.
- Remove fields from a query.
- Join tables in a query using the Design View.
- Calculate fields in a query

71052 - Microsoft Access 97 - Part 2

This course is the second of a two part series which will cover the skills necessary for the Expert User certification exam. The unique Skill Builder instruction uses simulation, questioning, practice, quizzes and multiple study paths to create a learning environment that enhances your enjoyment and comprehension. Preassessment testing in the beginning of each unit will allow you to have a personalized study path based on the knowledge and skills demonstrated. Mastery tests at the end of each unit allow you to verify your understanding of key skills and guide you back to any content that warrants further study.

Learn To

- Create and customize a form to interact with the database; Present data in the form of reports, and utilize the web capability.

Audience

This course is intended for anyone who is interested in learning the capabilities of Microsoft Access 97. Participants should have taken Microsoft Windows 95 Fundamentals (Course 70011) and the first course in this series.

71052 Objectives

Unit 1: Working with Forms

- Create and modify controls on a form.
- Add records to a form.
- Switch between views of a form.
- Show related records.
- Add expressions to calculated controls.
- Add records using a subform.
- Create a subform in a form that takes data from a given table.
- Use the Form Wizard to create a form.
- Modify a form design.
- Improve accuracy in forms.
- Print a form.

Unit 2: Presenting Data

- Create a report from the table using the AutoReport option.
- Create a report using the Report Wizard.
- Print a report.
- Customize and manage reports.
- Add a label to a report.
- Customize objects in a report: Headers Footers
- Add a calculated value to a report.
- Group data by the field name in a report.
- Sort data in a report: Ascending order Descending order
- Create hyperlinks in a table to store Internet addresses.
- Build order forms for Internet use.
- Create a chart.
- Insert a chart in a form with Chart Wizard.

71031 - Microsoft Excel 97 Proficient User

This self-paced learning course will instruct you on working with Microsoft Excel 97. The unique Skill Builder instruction uses text, questioning, practice, quizzes and multiple study paths to create a learning environment that enhances your enjoyment and comprehension. Preassessment testing in the beginning of each unit will allow you to have a personalized study path based on the knowledge and skills demonstrated. Mastery modules at the end of each unit allow you to verify your understanding of key skills and guide you back to any content that warrants further study.

Learn To

- Create budgets and expense reports; Create marketing and sales reports; Create invoices and purchase orders; Create spreadsheet information for use on the Internet/Intranet.

Audience

This course is intended for both a new spreadsheet user or a person familiar with Excel but not this version. Participants should have taken Microsoft Windows 95 Fundamentals (Course 70011).

71031 Objectives

Unit 1: Working with Workbooks

- Start Excel.
- Open a workbook.
- Enter text and numbers.
- Enter formulas.
- Save and close workbooks.
- Save spreadsheets to be read on HTML.
- Read an HTML spreadsheet.

Unit 2: Entering and Editing Data

- Create and name ranges.
- Clear and format ranges.
- Copy and move ranges.
- Preview and print worksheets.
- Print the screen and ranges.
- Print headers and footers.

Unit 3: Formatting Worksheets

- Delete cell contents.
- Delete a worksheet.
- Revise text and numbers.
- Rotate and indent text.
- Revise formulas.
- Copy and move data.
- Insert, modify, and delete rows and columns.
- Use references: absolute relative mixed
- Modify cell size and alignment.
- Apply general numbers formats.
- Apply font formats.
- Apply outlines.
- Create and modify lines and objects.
- Create and modify 3D shapes.

Unit 4: Charts

- Create and format and modify charts.
- Preview and print charts.

71032 - Microsoft Excel 97 Expert User

This multimedia self-paced learning course will instruct you on working with the advanced features and functions of Microsoft Excel 97. The unique Skill Builder instruction uses text, voice, questioning, practice, quizzes and multiple study paths to create a learning environment that enhances your enjoyment and comprehension. Preassessment testing in the beginning of each unit will allow you to have a personalized study path based on the knowledge and skills demonstrated. Mastery modules at the end of each unit allow you to verify your understanding of key skills and guide you back to any content that warrants further study.

Learn To

• Create accounting and financial statements; Create data analysis; Create statistical tables; Create amortization schedules; Create forecasts; Create personnel records; Create lists.

Audience

This course is intended for experienced Microsoft Excel 97 users who wish to leverage Excel's more advanced features and options. Participants should have taken Microsoft Windows 95 Fundamentals (Course 70011) and Microsoft Excel 97 Proficient User (Course 71031).

71032 Objectives

Unit 1: Editing, Formatting and Printing Techniques

- Apply general number formats.
- Create custom formats.
- Use styles and autoformats.
- Preview and print workbooks.
- Import from other applications.
- Export to other applications.

Unit 2: Advanced Calculation Techniques

- Create and record macros.
- Edit macros.
- Run macros.
- Check and review data.
- Find cells referred to in a specific formula.
- Find formulas that refer to a specific cell.
- Find errors.

Unit 3: Database and Workgroup Functionality

- Work with existing templates.
- Create templates.
- Edit templates.
- Query a database.
- Perform a web query.
- Extract data.
- Use filters.
- Use data analysis and pivot tables.
- Use data map.
- Sort data.
- Run a query from a list.
- Link workbooks.
- Use multiple workbooks.

Unit 4: Workgroup Functions

- Use cell tips.
- Use share lists.
- Track changes.
- Resolve conflicts.
- Show history of changes.
- Merge workbooks.

71041 - Microsoft PowerPoint 97

This self-paced learning course will instruct you on working with Microsoft PowerPoint 97. The unique Skill Builder instruction uses text, questioning, practice, quizzes and multiple study paths to create a learning environment that enhances your enjoyment and comprehension. Preassessment testing in the beginning of each unit will allow you to have a personalized study path based on the knowledge and skills demonstrated. Mastery modules at the end of each unit allow you to verify your understanding of key skills and guide you back to any content that warrants further study.

Learn To

• Create presentations that will be delivered over a variety of medium; Add textual information and visual elements; Bring in data from other sources; Modify a presentation; Customize a presentation; Deliver presentations.

Audience

This course is for users with little or no PowerPoint experience, who wish to learn to create and present text slide presentations. Participants should have taken Microsoft Windows 95 Fundamentals (Course 70011).

71041 Objectives

Unit 1: PowerPoint 97 Basics

- Identify characteristics of PowerPoint 97.
- Start PowerPoint 97.
- Open an existing presentation.
- Create a new presentation from a template.
- Delete slides.
- Enter text in a slide and outline view.
- Enter bulleted information.
- Change the text alignment.

Unit 2: Embellishing a Presentation

- Add formatting.
- Build a graph.
- Draw an object.
- Rotate and fill an object.
- Scale and size an object.
- Add a table and shapes.
- Animate objects.
- Add transitions.
- Add an organizational charts.
- Set custom options.
- Check styles.
- Add clip art.
- Insert an Excel chart.
- Import text from Word.
- Add scanned images.
- Add sound and movie files.
- Export an outline to Word.

Unit 3: Modify a Presentation

- Change the sequence of a slide.
- Find and replace text.
- Modify the slide master.
- Modify the sequence in outline mode.
- Change tabs.
- Change fonts.
- Change the alignment of text.
- Spell check.
- Add speaker notes.
- Set automatic slide timing.

Unit 4: Customize a Presentation

- Create a custom background.
- Customize a color scheme.
- Customize clip art and other objects.
- Recolor and edit objects.
- Apply a template from another presentation.
- Add links to other slide within the presentation.
- Hide slides.

Unit 5: Deliver Presentations

- Start a slide show on any slide.
- Use on screen navigation tools.
- Generate meeting notes.
- Electronically incorporate meeting feedback.
- Print slides in a variety of formats.
- Print color presentations.
- Export to overhead.
- Export to 35mm slides.
- Present with Presentation conferencing.
- Save a presentation for use on another computer.

71021 - Microsoft Word 97 Proficient User

This self-paced learning course will instruct you on working with Microsoft Word 97. The unique Skill Builder instruction uses text, questioning, practice, quizzes and multiple study paths to create a learning environment that enhances your enjoyment and comprehension. Preassessment testing in the beginning of each unit will allow you to have a personalized study path based on the knowledge and skills demonstrated. Mastery modules at the end of each unit allow you to verify your understanding of key skills and guide you back to any content that warrants further study.

Learn To

- Create single and multiple page letters and memos; Create envelopes or mailing labels; Create Word documents for Intranet/Internet.

Audience

This course is intended for both a new word processing user or a person familiar with Word but not this version. Participants should have taken Microsoft Windows 95 Fundamentals (Course 70011).

71021 Objectives

Unit 1: Getting Started

- Start Word.
- Cut, copy and move text.
- Add bullets and numbering.
- Use the Overtyping mode.
- Use the Undo and Repeat command.
- Create and modify an outline.
- Create a fax.
- Create, edit and apply styles.
- Use a template.
- Locate and open an existing file.
- Save a document with the same name or different name.
- Create a subdirectory.
- Set tabs with leaders.
- Use indentation options.
- Use TABS command.
- Save as HTML.
- Create a hyperlink.
- Browse through files.

Unit 2: Editing a Document

- Apply font styles.
- Select and change fonts and font size both automatically and manually.
- Use all underline options.
- Use effects (subscript, superscript, strikethrough, small caps and outline).
- Use hyphenation.
- Align text.
- Set margins.
- Insert page breaks.
- Use hard returns.
- Set line spacing options.
- Insert date and time.
- Prepare envelopes and labels.

- Find and replace text.
- Navigate through a document.
- Set auto correct exceptions.
- Create and apply frequently used text.

Unit 3: Additional Editing Techniques

- Create and modify page numbers.
- Create and modify headers and footers.
- Create sections with formatting that differs from other sections.
- Use the Spelling, Thesaurus and Grammar commands.
- Create and modify lines and objects.
- Create and modify 3D shapes.
- Use print preview.
- Print a document.
- Print envelopes and labels.

Unit 4: Columns and Tables

- Key and edit text in columns.
- Revise column structure.
- Delete and move columns.
- Create and format tables.
- Add borders and shading to tables.
- Revise tables.
- Modify table structure.
- Rotate text in a table.

71022 - Microsoft Word 97 Expert User

This self-paced learning course will instruct you on working with the advanced features of Microsoft Word 97. The unique Skill Builder instruction uses text, questioning, practice, quizzes and multiple study paths to create a learning environment that enhances your enjoyment and comprehension. Preassessment testing in the beginning of each unit will allow you to have a personalized study path based on the knowledge and skills demonstrated. Mastery modules at the end of each unit allow you to verify your understanding of key skills and guide you back to any content that warrants further study.

Learn To

- Personalize form letters; Create formal reports, technical reports, proposals and studies; Create newsletters, brochures and manuals; Create forms.

Audience

This course is intended for experienced Microsoft Word users who wish to leverage Word's more advanced features and options. Participants should have taken Microsoft Windows 95 Fundamentals (Course 70011) and Microsoft Word 97 Proficient User (Course 71021).

71022 Objectives

Unit 1: Managing Files and Advanced Page Appearance

- Protect documents.
- Add comments using document summary information.
- Create subdirectories.
- Print color documents.
- Add graphics.
- Position and delete graphics.
- Insert fields.
- Create special characters.
- Record and run macros.
- Edit macros.
- Use macros to create templates.

Unit 2: Group Editing and Distributing Documents

- Track changes to a document.
- Insert comments.
- Route documents.
- Highlight text in a document.
- Create multiple versions of a document.
- Simultaneous editing.
- Merge documents.
- Create master documents.
- Create and modify a form.
- Create catalogs and lists.
- Create a variable file.
- Create a form file.
- Create a merged document.
- Merge form and variable data.
- Sort lists, paragraphs and tables.
- Sort records to be merged.

Unit 3: Elements of a Publication

- Create cross references.
- Use nonbreaking spaces.
- Use text flow options.
- Work with newspaper columns.
- Balance column length.
- Keep text in columns together.
- Import worksheets in a table to update.
- Modify worksheets in a table.
- Perform calculations in a worksheet.
- Create worksheets in a table.
- Create and modify a table of contents.
- Create and modify an index.
- Create a cross reference.
- Use bookmarks.

Unit 4: Enhancing Documents

- Create and modify charts.
- Import data into charts.
- Create and modify page borders with and without shading.
- Apply paragraph and table borders with and without shading.
- Create Watermarks.
- Format first page differently than subsequent pages.
- Alternate headers and footers.
- Create and revise footnotes and endnotes.

72050 - Microsoft Access 2000 Fundamentals

This course is intended for end users who are looking to use the fundamental capabilities of Microsoft Access 2000. Participants will learn to identify the basic features of Access 2000; create and maintain tables; and work with Access 2000 data.

Learn To

• Identify the concepts related to databases and the features of Access 2000; Create and maintain tables and table data; Locate and manipulate data.

Audience

This course is intended for end users who are looking to use the fundamental capabilities of Microsoft Access 2000.

72050 Objectives

Unit 1: Access 2000 Basics

- Identify the advantages of the database approach over the traditional approach for storing and accessing data.
- Match the relational database components with their definitions.
- Sequence the steps involved in planning a relational database.
- Match the Access 2000 interface components with their functions.
- Open an existing database in Access 2000.
- Identify the functions of each Access 2000 database object.
- Identify the object views available in Access 2000.
- Print database objects.
- Create a new database in Access 2000.
- Access help on a specified subject by using the office Assistant.

Unit 2: Access 2000 Tables

- Create a table by using the Table Wizard.
- Create a table by using the Design view.
- Create a table by entering data directly in the Data sheet view.
- Set a primary key for a table.
- Insert a field into a table.
- Modify the data type of a field.
- Modify the layout of a field by moving the field in the Design view.
- Modify the properties of a field.
- Create an input mask for a field in a table.
- Delete a field from a table.
- Enter data in a table.
- Customize the Datasheet view of a table.
- Navigate between the records in a database object.
- Modify the data in a table.
- Delete a record from a table.
- Copy items by using the Office Assistant.

Unit 3: Working with Access 2000 Data

- Locate a specific record in a table.
- Match the filters available in Access 2000 with their functions.
- Apply a filter to a table by specifying a search criterion.
- Apply Filter By Form to a table.
- Apply Filter Excluding Selection.
- Apply the Advanced Filter/Sort filter to a table.
- Remove a filter applied on a database object.
- Sort records of a table on a single field.
- Sort records of a table on multiple fields.
- Create a query based on a single table in the database.
- Create a query based on multiple tables in the database.
- Create a query by using the Simple Query Wizard.
- Save a query.
- Retrieve a query.
- Sort the output of a query on a specified field.
- Print the output of a query.
- Create a query with a summary to compute the data in a field of a table.
- Modify a query.
- Add a table to an existing query.
- Modify a field in a query to enable the query to perform custom calculations.

72051 - Microsoft Access 2000 Proficient User

This course is intended for end users that are looking to use the intermediate skills of Microsoft Access 2000. At the completion of this course, students will learn how to use Access 2000 to maintain tables and table data; manage Access 2000 data; create and modify forms; and create and modify report formats.

Learn To

• Use Access 2000 to maintain tables and table data; Manage Access 2000 data; Create and modify forms; Create and modify report formats.

Audience

This course is intended for end users that are looking to use the intermediate features of Microsoft Access 2000. Participants should have completed Microsoft Windows 98 Fundamentals (Course 71011) or have equivalent knowledge and Microsoft Access 2000 Fundamentals (Course 72050).

72051 Objectives

Unit 1: Access 2000 Tables

- Create a relationship between two tables.
- Enforce referential integrity on the basis of specified requirements.
- Display related records in a subdatasheet for a record in the Datasheet view.
- Print the relationships in an Access database from the Relationships window.
- Match the criteria for data integrity with their functions.
- Set a validation rule for a field of a table by using Expression Builder.
- Set validation text for a field of a table by using the Design view.
- Set the required property criterion for a given field of a table by using the Design view.
- Set up a lookup field in a given table by using the Design view.
- Identify the factors to be considered while selecting an appropriate data type for a field.
- Modify an input mask by using the Design view.
- Modify a lookup field in a table by using the Design view.

Unit 2: Applications and Database Administration

- Import data into a new Access 2000 table.
- Link the data from an Excel spreadsheet to an Access 2000 table.
- Add a hyperlink to a file by using the Datasheet view.
- Copy database objects to Excel by using the drag and drop method.
- Export a database object to a Web page.
- Back up a database by using the Backup utility.
- Restore a database from a backup copy by using the Backup utility.
- Compact an open database.

Unit 3: Access 2000 Forms

- Create a form by using the Form Wizard.
- Match the control types with their functions.
- Add controls to a form by using the Control Toolbox.
- Add a calculated control to a form by using the Control Toolbox.
- Modify the format properties of a form control.
- Add sections to a form.
- Enter a record in a form.

Unit 4: Access 2000 Reports

- Create a report by using the Report Wizard.
- Add sections to a report.
- Print a report.
- Add controls to a report.
- Add a calculated control to a report in the Design view.
- Resize a control in a report in Design View.
- Modify the format properties of a report.

72052 - Microsoft Access 2000 Expert User

This course provides participants the knowledge to use the advanced features of Microsoft Access 2000. At the completion of this course, students will learn how to create and refine queries; create, modify and enhance the forms in the Design view; create, modify and enhance reports; and secure and enhance the performance of an Access 2000 database.

Learn To

• Create and refine queries; Create, modify and enhance the forms in the Design view; Create, modify and enhance reports; Secure and enhance the performance of an Access 2000 database.

Audience

This course is intended for end users that are looking to use the advanced features of Microsoft Access 2000. Participants should have completed Microsoft Windows 98 Fundamentals (Course 71011) or have equivalent knowledge, Microsoft Access 2000 Fundamentals (Course 72050) and Microsoft Access 2000 Proficient User (Course 72051).

72052 Objectives

Unit 1: Access Queries

- Create an update query by using the Query Design toolbar.
- Create a delete query by using the Query Design toolbar.
- Create an append query by using the Query Design toolbar.
- Create a make-table query by using the Query Design toolbar.
- Create a parameter query by using the Design view.
- Create a crosstab query by using the Crosstab Query Wizard.
- Specify multiple search criteria in a query to display specific records by using the Design view.
- Modify the properties of a field in a query.
- Filter records in a query.
- Change the type of join between two tables in a query.
- Remove the join between two tables in a query.
- Optimize a query by indexing the table on a field.

Unit 2: Access Forms

- Create a form by using the Design view.
- Customize the form sections by using the Design view.
- Modify the properties of a form in the Design view by using the Form dialog box.
- Modify the properties of a control in a form.
- Apply conditional formatting to the form data.
- Insert a graphic in a form in the Design view.
- Add a subform to a form by using the Toolbox toolbar.
- Link the main form with its subform by using the Subform/Subreport dialog box.

Unit 3: Access Reports

- Create a report by using the Design view.
- Create a chart in a report by using the Chart Wizard.
- Modify the properties of a report in the Design view.
- Modify the properties of the sections in a report by using the shortcut menu.
- Modify the properties of a control in a report by using the Report Design toolbar.
- Insert a picture in a report.
- Add a subreport to a report by using the Toolbox toolbar.
- Synchronize a report and its subreport by using the Report Design toolbar.

Unit 4: Access 2000 Tools

- Create a replica of a database.
- Export a table from an Access 2000 database to Excel.
- Encrypt a database.
- Create a macro by using Macro Builder.
- Create a switchboard form by using the Switchboard Manager.
- Split a database between its data and its objects by using the Database Splitter.
- Optimize the performance of a database by using the Performance Analyzer.
- Update the link of a linked table in a database by using the Linked Table Manager.
- Create a data access page by using the Page Wizard.
- Group the records of a data access page in Design view.
- Sort the records of a data access page by using the Page Design toolbar.
- Create a hyperlink in a data access page to another data access page.

72030 - Microsoft Excel 2000 Fundamentals

This course provides participants with the fundamental skills to use Microsoft Excel 2000 on a daily basis in their workplace. At the completion of this course, students will learn how to create and save a new workbook; add and manipulate worksheets; enter and manipulate data in single and multiple cells; use formulas and functions; format workbooks, worksheets and cells; and change fonts and data formats.

Learn To

• Create and save a new workbook; Add and manipulate worksheets; Enter and manipulate data in single and multiple cells; Use formulas and functions; Format workbooks, worksheets and cells; Change fonts and data formats.

Audience

This course is intended for end users that are looking to use the fundamental features of Microsoft Excel 2000. Participants should have completed Microsoft Windows 98 Fundamentals (Course 71011) or have equivalent knowledge

72030 Objectives

Unit 1: Getting Started

- Start Microsoft Excel 2000.
- Identify the different parts of the Excel 2000 interface.
- Identify the new features in Excel 2000.
- Create a new workbook.
- Match the various components of the Save As dialog box with their respective functions.
- Save a workbook to a different location.
- Close a workbook.
- Match the various components of the Open dialog box with their respective functions.
- Open an existing workbook.
- Preview a worksheet.
- Open a workbook from a specific location.
- Search for a workbook to be opened.
- Insert a worksheet.
- Copy a worksheet in an existing workbook.
- Move a worksheet to an existing workbook.
- Delete a workbook.
- Rename a worksheet.
- Navigate a worksheet.
- View multiple worksheets/workbooks simultaneously.
- Customize the display of a worksheet.
- Link two worksheets.
- Access the Help system.
- Locate a solution to a problem by using the Office Assistant.
- Identify the functions of the different tabs in a Microsoft Excel Help window.
- Identify the application of different types of cell referencing.
- Calculate a specified value of a range by using the AutoCalculate feature.
- Modify the range accessed by a formula.
- Copy a specified data from one location to another.
- Copy specified attributes of data on the clipboard.
- Paste selected text in a worksheet.
- Move specified data item from a given location to another.
- Clear the specified attributes of a cell.
- Manipulate the cell positions.
- Spell-check a worksheet.
- Replace a text string with another string.
- Select rows and columns in a worksheet.
- Select a specified range of cells in a worksheet.
- Copy a range of cells from a specified location to another.
- Move a cell range from a specified location to another.
- Modify the layout of a page prior to printing.
- Add marginal data to customize a worksheet before printing.
- Modify the placement of data on a page before printing.
- Manipulate print display settings.
- Preview a worksheet before printing.
- Manipulate a range of cells for printing.
- Send a workbook through e-mail.

Unit 2: Working with Data

- Enter data in a worksheet.
- Reverse the last action performed on a worksheet.
- Enter formula in a specified cell.
- Edit a formula.

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Unit 3: Formatting Worksheets

- Insert rows and columns in a worksheet.
- Delete rows and columns from a worksheet.
- Manipulate row and column visibility in a worksheet.
- Change the row height and the column width to a specified value.
- Restrict movement of rows and columns in a worksheet.
- Accommodate long text strings in cells.
- Manipulate page breaks manually in a worksheet.
- Format textual data.
- Align text in a cell according to the specifications.
- Rotate the text in a cell to a specified degree.
- Manipulate the appearance of a cell.
- Copy a format from a cell to a range of cells.
- Format numerical data according to specifications.
- Manipulate style settings for a range of cells.
- Format a range of cells.
- Enable the List AutoFill feature.
- Sort data by a single column in a specified order.
- Sort data by three columns in a specified order.
- Sort columns.

72031 - Microsoft Excel 2000 Proficient User

This course provides participants with the skills to use Microsoft Excel 2000 on a daily basis in their workplace. At the completion of this course, students will learn how to format and print data in a worksheet; make worksheet calculations by using the advanced formulas and functions provided by Excel; manipulate data in a worksheet; create and edit workbooks for integrating with Web technology; and add and modify charts, graphics and 3D shapes to a worksheet.

Learn To

•Format and print data in a worksheet; Make worksheet calculations by using the advanced formulas and functions provided by Excel; Manipulate data in a worksheet; Create and edit workbooks for integrating with Web technology; Add and modify charts, graphics and 3D shapes to a worksheet.

Audience

This course is intended for end users that are looking to use the fundamental features of Microsoft Excel 2000. Participants should have completed Microsoft Windows 98 Fundamentals (Course 71011) or have equivalent knowledge and Microsoft Excel 2000 Fundamentals (Course 72030).

72031 Objectives

Unit 1: Managing Display Properties

- Customize the display of a toolbar.
- Create a new toolbar.
- Modify a toolbar.
- Delete a custom toolbar.
- Apply built-in number formats in a worksheet.
- Create a custom number format in a worksheet.
- Add a comment to a cell in a worksheet.
- Manipulate a cell comment in a worksheet.
- Display multiple worksheets in the Print Preview mode.
- Manipulate a report in Excel.

Unit 2: Advanced Calculation Techniques

- Invoke the Function Palette to insert a function in a worksheet cell.
- Calculate data.
- Display dates.
- Calculate data based on a specific condition.
- Locate a value.
- Calculate values by using a financial function.
- Manipulate a named range for a set of selected cells.
- Perform calculations.
- Record a macro in a workbook.
- Execute a macro.
- Edit a macro in a workbook.
- Copy a macro from one workbook location to another.
- Delete a macro in a workbook.
- Assign a macro to a Command button.

Unit 3: Data Manipulation

- Import data from a text file.
- Import tables from an HTML file.
- Import data from other applications.

- Export data to other application.
- Match the different methods of consolidating data with their uses.
- Create validation criteria for entering data in a cell range by using a list.
- Create a message to prompt the user to enter valid data in the cell range of a worksheet.
- Create an error message to be displayed when incorrect data is entered in any cell of a worksheet.
- Match the auditing tools on the Auditing toolbar with their functions.
- Match the standard error messages with their respective worksheet problems.
- Trace cells in a worksheet.
- Locate invalid data in a worksheet.
- Modify the properties of a workbook.
- Apply data protection.
- Enable the protection of selected areas of a worksheet.
- Clear data protection.

Unit 4: Outlining and Web Integration

- Identify the functions of the worksheet outline symbols.
- Automatically create an outline for the data in an Excel worksheet.
- Manually outline the data in a worksheet.
- Create a hyperlink to a Web site from within a worksheet.
- Display a workbook as a Web Page.
- Save a workbook as a Web Page.
- Publish a workbook on the Web.
- Edit a Web page after opening it in Excel.

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Unit 5: Charts and Drawing Objects

- Identify the different components of a chart.
- Match the different types of Excel 2000 charts with their functions.
- Create a chart from a data series.
- Change the chart type.
- Set a chart as the default chart.
- Save a chart.
- Set the print options for a chart.
- Print a chart.
- Resize a chart by using the selection handles.
- Move a chart from one worksheet location to another.
- Add titles to a chart.
- Customize the chart axes of a chart.
- Modify the data in a chart.
- Insert specified pictures on a worksheet.
- Create a drawing object by using the Drawing toolbar.
- Modify a drawing object in a worksheet.
- Move a drawing objects in a worksheet.
- Delete a drawing object in a worksheet.
- Add a three-dimensional effect to a given object in a worksheet.
- Add a WordArt title to a chart sheet.

72032 - Microsoft Excel 2000 Expert User

This course provides participants the knowledge to use the advanced features of Microsoft Excel 2000. At the completion of this course, students will learn how to create and use templates; retrieve, sort and manipulate data from a list; create and modify shared workbooks; and analyze data by using Data Map, Pivot Table, Data Table Scenario and Data Analysis tools.

Learn To

• Create and use templates; Retrieve, sort and manipulate data from a list; Create and modify shared workbooks; Analyze data by using Data Map, Pivot Table, Data Table Scenario and Data Analysis tools.

Audience

This course is intended for end users that are looking to use the fundamental features of Microsoft Excel 2000. Participants should have completed Microsoft Windows 98 Fundamentals (Course 71011) or have equivalent knowledge, Microsoft Excel 2000 Fundamentals (Course 72030) and Microsoft Excel 2000 Proficient User (Course 72031).

72032 Objectives

Unit 1: Template and Database Integration

- Create a template based on a workbook.
- Create a workbook based on an existing template.
- Modify a template.
- Open a workbook based on a Spreadsheet Solutions template.
- Customize a Spreadsheet Solutions template.
- Enter a record in a list.
- Retrieve specific data in a list by using a criteria.
- Apply filters to a list.
- Summarize the data in a list.
- Query a database.
- Open a table within a database.
- Extract field data from an open database query.
- Define a criteria for retrieving specific data from the selected fields in a database query.
- Run a Web query.

Unit 2: Workbook Capabilities

- Create a shared workbook.
- Highlight changes within a shared workbook.
- Accept or reject changes in a shared workbook.
- Display the history of changes made in a shared workbook.
- Merge the changes from one workbook into another workbook.
- Move and copy data from one workbook to another.
- Paste attributes from one workbook to another.
- Link cells in separate workbooks.
- Open two linked workbooks.

Unit 3: Data Analysis and Summary

- Create a data map.
- Match the Data Map toolbar buttons with their functions.

- Add a text label to a data map.
- Add a pop-up label to a data map.
- Modify the colors, symbols, functions and sizing of the map data.
- Modify a legend text value or numeric value in a data map.
- Add the map features in a data map.
- Add pushpins to a data map.
- Create a pivot table.
- Match the buttons on the Pivot Table toolbar with their functions.
- Modify the pivot table data.
- Autoformat the pivot table data.
- Consolidate data in a pivot table.
- Create an interactive pivot table for the Web.
- Add a field to an interactive pivot table.
- Show grand totals in a pivot table report.
- Insert subtotals in a list.
- Change the summary function in a pivot table.
- Change the calculation type in a pivot table.
- Create a chart in a new sheet.
- Hide and display the detailed data of a cell.
- Add a record in a list.
- Sort a list in the data table.
- Apply filters to a data list by hiding rows/columns that do not match your criteria with columns/rows labels.
- Validate data to stop incorrect entries by displaying a message for the incorrect data entry in a data table.
- Create a scenario in the data table.
- Modify an existing scenario in the data table.
- Merge scenarios in the data table from one workbook to another.
- Delete a scenario in the data table.
- Change the values of a cell in the data table.
- Solve a problem of a cell in the data table.

73101 - Microsoft FrontPage 2000 Proficient User

This course prepares IT Professionals to create Web pages, create and maintain Webs using FrontPage 2000.

Learn To

- Create Web Pages with FrontPage 2000; Create Webs; Maintain Webs.

Audience

This course is intended for end users using Microsoft FrontPage 2000. Participants should have a basic understanding of Microsoft Windows 98 or Windows 95.

73101 Objectives

Unit 1: Introduction and Overview

- Identify the features of the Internet.
- Identify the characteristics of a Web.
- Identify the purpose of the Web server.
- Identify the features of FrontPage 2000.
- Identify the FrontPage 2000 interface elements.
- Customize the FrontPage 2000 interface using the View menu.
- Obtain help from the Answer Wizard.
- Identify the uses of FrontPage Server Extensions.
- Identify the basics of Web site design.
- Identify how Web content is structured.
- Identify effective navigation techniques.

Unit 2: Creating Web Pages with FrontPage 2000

- Create a Web page using a template.
- Create a one-page Web.
- Save a Web page.
- Format text on a Web page.
- Create bulleted and numbered lists on a Web page.
- Add marquee text to a Web page.
- Add animated text to a Web page.
- Add an image to a Web page.
- Add alternative text to an image.
- Modify an image.
- Identify the steps to change image properties.
- Add a hyperlink to a Web page.
- Create an image hotspot.
- Insert a table into a Web page.
- Modify rows and columns in a table.
- Modify table cells.

Unit 3: Creating Webs

- Create a Web using a template.
- Open an existing FrontPage 2000 Web.
- Add a new page to a Web.
- Apply a theme to Web.
- Modify an existing theme.
- Add a page transition to a Web page.
- Add a hit counter to a Web page.

Unit 4: Maintaining

- Organize a Web in Folders View.
- Organize a Web in Navigation View.
- Rename FrontPage 2000 documents.
- Verify hyperlinks.
- Check the spelling in a Web.
- Find and replace text in a Web.
- View Web details in Reports view.
- Update Web pages according to category.
- Add and assign a new task.
- Mark a task as completed.
- Identify ways of sorting tasks in Tasks view.

73070 - Microsoft Outlook 2000 Fundamentals

This course prepares IT Professionals to identify the basic features of Outlook 2000, send messages and use the Calendar feature effectively.

Learn To

- Identify Outlook 2000 Basics; Communicate with Outlook 2000 Messages; Schedule with Outlook 2000 Calendar.

Audience

This course is intended for end users using Microsoft Outlook 2000. Participants should have a basic understanding of Microsoft Windows 98 or Windows 95.

73070 Objectives

Unit 1: Outlook 2000 Basics

- Identify the functions of Outlook 2000 components.
- Identify the process of message communication.
- Start and exit Outlook 2000.
- Label the Outlook 2000 interface features with their names.
- Identify the Help features with Office Assistant.
- Identify the differences between sending messages inside and outside a company's local area network.
- Identify the differences between sending messages within a Microsoft Exchange Server and over the Internet.

Unit 2: Communicating with Outlook 2000 Messages

- Identify the features of the Inbox Interface.
- Send a message where the address, subject and message are entered by typing text.
- Check the spelling in a message.
- Address a message to individual and multiple recipients by using the Global Address List and Distribution List.
- Recall a message sent to a recipient.
- Format the text in a message.
- Compose a message by using a template.
- Attach document information as a file attachment or as inserted text using the Insert Menu.
- Insert multiple items from Microsoft Office applications into a message.
- Insert an existing signature into a message.
- Read a message in Preview Pane and in its own window.
- Reply to a message by using the Reply and Reply to All buttons.
- Forward a message to a new recipient by using the Forward button.
- Print a message.
- Open a Microsoft Office file attachment.

- Print a message attachment.
- Save a message attachment to a folder.
- Delete an unwanted message using the Standard toolbar.
- Flag a message for follow-up using the Actions menu.
- Mark messages as read and unread.
- Sort messages using the column headings.
- Set AutoArchive options.
- Identify the built-in views to filter the list of messages using the View menu.
- Apply a filter to a list of messages using the Filter dialog box.
- Change the default viewing options using the Other Settings dialog box.
- Identify the customization options available for Messages in the Options dialog box.

Unit 3: Scheduling with Outlook 2000 Calendar

- Identify the elements of the Calendar Interface.
- Select single day, 5-day week, 7-day week, and monthly views by using the View buttons on the Standard toolbar.
- Schedule a single appointment.
- Edit a single appointment.
- Schedule a recurring appointment using the Recurrence toolbar button.
- Edit a recurring appointment.
- Schedule a single-day and multi-day event.
- Delete an appointment and an event.
- Delete a recurring appointment.
- Customize a view to the Calendar.
- Identify the customization options available for Calendar in the Options dialog box.
- Set a second time zone.
- Print a calendar by using the options in the Print dialog box.
- Save a Calendar as a Web page.

73071 - Microsoft Outlook 2000 Proficient User

This course prepares IT Professionals to send messages to people inside and outside their organization, schedule appointments and meetings, maintain a contact list, and organize their activities with tasks, notes, and journal entries.

Learn To

- Arrange meetings and contacts; Record tasks, journal and notes entries; Integrate and customize Outlook 2000.

Audience

This course is intended for end users using Microsoft Outlook 2000. Students will learn the basic features, as well as the advanced capabilities of Outlook 2000. Participants should have a basic understanding of Microsoft Windows 98 or Windows 95.

73071 Objectives

Unit 1: Arranging Meetings and Contacts

- Plan a single meeting by inviting attendees and resources.
- Plan a recurring meeting by inviting attendees and resources.
- Add more attendees to a scheduled meeting.
- Remove attendees to a scheduled meeting.
- Accept a meeting request.
- Reschedule a meeting.
- Cancel a meeting.
- Identify the elements of the Contacts interface.
- Create a new contact.
- Edit a contact.
- Delete a contact.
- Sorting contacts using field column headings in the table view.
- Flag a contact for follow-up.
- Track activities with contacts using the Contact Activities feature.
- Add an existing vCard to a message.
- Identify the built-in views in Contacts.
- Identify the customization options available for Contacts.

Unit 2: Recording Tasks, Journals and Notes

- Identify the elements of the Tasks interface.
- Create a single task.
- Create a recurring task.
- Edit a recurring task.
- Identify built-in views in Tasks.
- Identify the customization options available for Tasks in the Options dialog box.
- Assign a task to another person.
- Respond to a task request.
- Send a status report to another person regarding the progress of an assigned task.
- Identify the elements of the Journal interface, including the setup options that are available when you use Journal

for the first time.

- Create a new journal entry manually.
- Edit a journal entry.
- Identify the built-in views in Journal.
- Create a new note.
- Edit a note.
- Identify the built-in views in Notes.
- Customize a new note using the Options dialog box.

Unit 3: Integrating and Customizing Outlook 2000

- Identify the uses of the Organize button.
- Find an item in any component of Outlook 2000.
- Create a new folder.
- Move items into a user created folder.
- Add a button to the toolbar of any folder.
- Add a command to a menu.
- Create items from other Outlook 2000 items by using the AutoCreate method.
- Send several contacts in a message to another person.
- Sending an Office document with data entered into it.
- Add a folder shortcut to the Outlook Bar.
- Remove a folder shortcut from the Outlook Bar.
- Moving a folder shortcut in the Outlook Bar.
- Identify the features of Outlook Today.
- Access the Inbox, Calendar and Task components and the items they contain from the Outlook Today page.
- Customize the appearance of Outlook Today.

73072 - Microsoft Outlook 2000 Expert User

This course prepares IT Professionals to explore the communication options, share work with colleagues, work offline or remotely and integrate Outlook 2000 Components.

Learn To

• Explore Communications Options; Share Information; Work Offline and Remotely; Integrate Outlook 2000 Components.

Audience

This course is intended for end users using Microsoft Outlook 2000. Students will learn the basic features as well as the advanced capabilities of Outlook 2000. Participants should have a basic understanding of Microsoft Windows 98 or Windows 95.

73072 Objectives

Unit 1: Exploring Communication Options

- Identify message-sending options for messages sent to others.
- Identify Rules Wizard options for managing incoming and outgoing messages.
- Create a message template.
- Use a message template.
- Create a Personal Address Book.
- Create a personal distribution list.
- Identify Compose New Fax Wizard options.
- Select an answer mode option for receiving a fax.
- Identify custom fax features.
- Set up Newreader.
- Subscribe to a newsgroup.
- Identify newsgroup message features.
- Post a message to a newsgroup.
- Schedule an online meeting by using NetMeeting.
- Schedule a time to watch a Net Broadcast.

Unit 2: Sharing Information

- Identify the differences between private folders, public folders and Net Folders.
- Grant permissions to other people to access a Tasks folder.
- Delegate access to a private folder to another person.
- To gain access to another person's private folder.
- Open an item in a public folder.
- Publish a Net folder to share a Calendar across the Internet and grant permission to users.
- Subscribe to a Net Folder.
- Identify the different types of standard forms.
- Create a customized Contacts form.
- Save a customized Contacts form to an Organizational Forms Library.

Unit 3: Working Offline and Remotely

- Identify the advantages of offline folders.
- Identify the advantages of Remote Mail.
- Create an offline folder file.
- Copy the Global Address Book to the offline computer.
- Add public folders to the Favorites folder in the offline folder file.
- Identify the synchronization options for offline and server folders.
- Configure Outlook 2000 to Open Offline.
- Create a personal folder file.
- Set the delivery location for mail delivered from Microsoft Exchange Server.
- Download message headers remotely.
- Retrieve specific messages remotely.

Unit 4: Integrating Outlook 2000 Components

- Import task information from Excel.
- Export Calendar data to Access.
- Identify the options in the Import and Export Wizard for transferring data between Outlook 2000 and other messaging systems.
- Manage Favorite Web pages using Outlook 2000.
- Add an Office file to the Outlook Bar.
- Perform a mail merge by using Microsoft Word with Contacts.
- Send an Office document as an attachment in a message from within an Office program.

72041 - Microsoft PowerPoint 2000 Proficient User

This course provides participants with the skills to use Microsoft PowerPoint 2000 to create powerful presentations. At the completion of this course, students will learn how to open an existing presentation; identify the functions of the interface components; create a presentation; modify slides in a presentation; enhance a presentation; prepare for delivering a presentation.

Learn To

- Open an existing presentation; Identify the functions of the interface components; Create a presentation; Modify slides in a presentation; Enhance a presentation; Prepare for delivering a presentation

Audience

This course is intended for end users that are looking to use the features of Microsoft PowerPoint 2000 to create presentations. Participants should have completed Microsoft Windows 98 Fundamentals (Course 71011) or have equivalent knowledge.

72041 Objectives

Unit 1: PowerPoint Interface

- Open an existing presentation.
- Match the menu titles on the menu bar with the tasks they enable you to perform.
- Match the PowerPoint toolbars with the tasks that they enable you to perform.
- Navigate between the different views by using the view buttons.
- Access help on a topic by using the Office Assistant.
- Customize the Office Assistant.
- Create a customized toolbar.
- Set custom options.

Unit 2: Creating a Presentation

- Create a presentation by using the AutoContent Wizard.
- Create a presentation from a design template.
- Create a presentation from an existing presentation.
- Create a presentation from a blank template.
- Add text in the slide pane.
- Add text in the outline pane.
- Create a text box for entering text in a presentation.
- Save a presentation.
- Publish a presentation on the Web by saving it as an HTML file.

Unit 3: Modifying a Presentation

- Add bullets to a slide.
- Change the case of the text.
- Change the alignment of text.
- Copy a style from one slide to another by using the Format Painter.
- Find and replace text.
- Set tab formatting in a slide.
- Indent the text in a slide by using the Promote and Demote buttons.

- Add a new slide to a presentation.
- Control the level of detail displayed in the outline pane by using the Outlining toolbar.
- Delete a slide.
- Hide a slide.
- Rearrange slides in the Slide Sorter view.
- Copy a slide from another presentation and paste it in the current presentation.
- Change the layout of a slide.

Unit 4: Enhancing a Presentation

- Add an AutoShape to a slide.
- Replace an AutoShape with another AutoShape.
- Change the order of AutoShapes in a slide.
- Modify an AutoShape.
- Add text inside an AutoShape.
- Fit the text in the selected AutoShape.
- Add clip art to a slide.
- Modify the attributes of a clip art.
- Add a WordArt style to a slide.
- Group WordArt objects.
- Modify a WordArt style.
- Modify the shadow of a WordArt style.

Unit 5: Completing a Presentation

- Change the placement of areas in the slides of a presentation.
- Change the Slide Master design.
- Display the footer in the slides of a presentation.
- Add speaker notes to a slide.
- Customize the color scheme of a slide.
- Replace the font with another font in the entire presentation.
- Customize the headers and footers of the notes and handouts of a presentation.

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- Correct the spellings in a presentation.
- Customize the spelling checker options.
- Check a presentation for inconsistency in style.
- Set up the slides in a presentation for printing in various media.
- Preview the slides in a presentation in black and white.
- Print a presentation.
- Customize the slide transition settings for a presentation.
- Rehearse the timings for a presentation.
- Navigate between slides during a presentation.
- Draw on a slide during a presentation by using the Pen drawing tool.

72042 - Microsoft PowerPoint 2000 Expert User

This course provides participants with the advanced features of Microsoft PowerPoint 2000 to create powerful presentations. At the completion of this course, students will learn how to create and modify charts and tables; import data from other sources; prepare support elements for a presentation; and broadcast a presentation on the Web.

Learn To

• Create and modify a chart; Create and modify an organization chart; Create and modify a table; Import data from other sources; Prepare support elements for a presentation; Broadcast a presentation on the Web;

Audience

This course is intended for end users that are looking to use the advanced features of Microsoft PowerPoint 2000 to create presentations. Participants should have completed Microsoft Windows 98 Fundamentals (Course 71011) and Microsoft PowerPoint 2000 Proficient User (Course 72041) or have equivalent knowledge.

72042 Objectives

Unit 1: Working with Charts

- Create a slide containing a chart.
- Add a chart to an open slide.
- Plot a data series on a chart.
- Change the type of a chart.
- Change the options of a chart.
- Change the 3-D view of a chart.

Unit 2: Working with Organization Charts

- Create a slide containing an organization chart.
- Add an organization chart to an open slide.
- Change the arrangement style of the boxes in an organization chart.
- Format the text in an organization chart.
- Format the boxes in an organization chart.
- Format the lines in an organization chart.
- Color the background of an organization chart.

Unit 3: Working with Tables

- Create a slide containing a table.
- Add a table to a slide.
- Format the cells in a table.
- Format the borders of the cells in a table.
- Format the text in a cell.
- Insert a row and a column.

Unit 4: Enhancing a Presentation

- Import the contents of a Word file.
- Import a chart from an Excel file.
- Import a presentation.
- Import a sound clip that is saved as a file.
- Import a movie clip that is saved as a file.
- Import an animated GIF file.
- Add an action button to a slide.
- Create a hyperlink to another slide in the same presentation.

- Create a hyperlink to a Web site from a presentation.
- Animate the components of a slide.
- Create a custom background.
- Create a summary slide of the selected slides.
- Generate meeting notes.
- Insert meeting comments on the selected slide.
- Export the outline of a presentation to a Word file.

Unit 5: Transferring and Broadcasting on the Web

- Save a slide as a template.
- Save a slide as a picture in the GIF file format.
- Embed the fonts in a presentation.
- Pack a presentation for use on another computer.
- Send a presentation to an e-mail address from within PowerPoint.
- Set the Web options for a presentation.
- Set options for a broadcast on the Web.
- Schedule a broadcast on the Web.
- Deliver a broadcast on the Web.

72080 - Microsoft Project 2000 Fundamentals

As the first in a two-part series, this course will provide learners with a foundation for using Project 2000. Learners will be given a thorough overview of the features of Project. Learners also will be taught how to create, communicate and track a Project plan.

Learn To

- Identify the uses of the new features in MS Project 2000; Create a project file; Create and schedule tasks in MS Project 2000; Add, assign, and modify resources, add costs on resources, and create and assign calendars in MS Project 2000; Track the schedules, work and costs of a project plan visually, display the actual plan with the baseline plan, set reminders, and send workgroup messages; Communicate project information by creating and modifying standard task reports, enhancing the report layouts, and exchanging information.

Audience

This course is intended for end users that use the fundamental capabilities of Microsoft Project 2000. Participants should have a basic understanding of Microsoft Windows 2000, NT 4.0, 98 or 95.

72080 Objectives

Unit 1: MS Project 2000: Creating Plans

- Identify the uses of the new features in MS Project 2000.
- Create a project file.
- Set the default folder options for a project file.
- Create a milestone task in the Gantt Chart view.
- Create an estimated duration task in the Gantt Chart view.
- Create a recurring task in the Gantt Chart view.
- Set the task type for a specific task in a project plan.
- Add information to a specific task by typing notes for the task in the Gantt Chart view.
- Add information to a specific task by attaching files to the task in the Gantt Chart view.
- Add information to a specific task by adding hyperlinks to the task.
- Import tasks from MS Excel to MS Project 2000 by using a new map.
- Import tasks from MS Excel to MS Project 2000 by using an existing map.
- Add deadlines to a task in a project plan.
- Add constraints to a task in a project plan.
- Split a specific task in a project plan.
- Add a relationship between the tasks in a project plan.
- Create a summary task for the subtasks in a project plan in the Gantt Chart view.

Unit 2: MS Project 2000: Resources and Calendars

- Add resources to a project in the Resource Sheet view.
- Assign resources to a task in the Gantt Chart view.
- Add resource costs to a project plan in the Resource Sheet view.
- Create a base calendar for a project plan.
- Assign a calendar to a task.
- Modify the calendar options for a resource.

Unit 3: MS Project 2000: Tracking Plans

- Apply progress lines to tasks in the Gantt Chart view.
- Identify the reasons for tracking resource allocations.
- Record the actual work done by resources on a specific task in a project plan.
- Update the remaining work to be done by resources on a specific task in a project plan.
- Reschedule the incomplete work on a specific task in a project plan.
- Modify the duration of a project plan in the Gantt Chart view.
- Save a project baseline to track the progress of a project plan.
- Display a project baseline with the actual project plan.
- Match the types of workgroup messages with the purpose for which they are used in MS Project 2000.
- Send workgroup messages by using the e-mail workgroup messaging system in MS Project 2000.
- Set a reminder for a task.

Unit 4: MS Project 2000: Communicating Projects

- Create a standard report in a project plan.
- Modify a standard report in a project plan.
- Print a standard report for a task in a project plan.
- Add illustrations to the Gantt Chart view in a project plan by using the Drawing toolbar.
- Set page setup options for a project plan by using the Page Setup dialog box.
- Share formatting elements with the other projects in MS Project 2000 by using Organizer.
- Save MS Project 2000 information as a static picture in a Web page format.
- Transfer information from a Gantt chart in MS Project 2000 to MS Excel.
- Identify the elements in MS Project 2000 that could be lost while saving a project in the MS Project 98 format.

72081 - Microsoft Project 2000 Proficient User

This second course in the two-part series will add to the skills and knowledge gained in the first course. In this course, students will gain proficiency with Project Central, be able to customize a Project plan and use advanced functions.

Learn To

• Perform advanced functions to manage a project.; Manage multiple projects, tasks, and resources; Create and applying a template to create a new project.; Customize tables, views, groups, outlines, filters, timescales, bar styles, custom forms, and the accessibility and user options; Track projects and customize Project Central.

Audience

This course is intended for end users that use the fundamental capabilities of Microsoft Project 2000. Participants should have a basic understanding of Microsoft Windows 2000, NT 4.0, 98 or 95 and the first course in this series.

72081 Objectives

Unit 1: Project 2000: Advanced Functions

- Identify the differences between work and duration.
- Display the critical path of a project.
- Insert a project link in a master project.
- Add a task to the plan of a master project.
- Save the baseline plan of a master project.
- Create a cross-project link to a master.
- Increase the priority of a selected task.
- Record the status of a task in the sheet format in Project 2000 by using the Project menu.
- Modify the availability of a resource for a specific period of time by using the resource sheet.
- Specify the fixed cost of a material resource.
- Create a new template from a project plan.
- Create a new project plan from a template.

Unit 2: Customizing a Project Plan

- Create a custom table.
- Insert a column in a table.
- Restore the default settings of a specific table.
- Create a custom view.
- Sort a displayed view in the ascending order.
- Apply a predefined group to the displayed project.
- Create a custom group.
- Modify the WBS of a project.
- Apply the predefined WBS code to a project.
- Define a custom WBS code for a project.
- Apply a predefined filter.
- Apply AutoFilter on a column to filter data in a specific view.
- Apply a custom filter.
- Format the major and minor timescales.
- Modify the bar style of a selected field.

Unit 3: Project Central

- Identify the advantages of Project Central.
- Publish project information on Project Central.
- Create a user account for a new Project Central user by using the Admin menu.
- Delegate a task on Project Central by using the Tasks menu.
- Disable task delegation by team members on Project Central by using the Admin menu.
- Record the status of a task on Project Central by using the Tasks menu.
- Set an AutoAccept rule by using the Messages section.
- Create user permissions by using the Admin menu.
- Modify the color of a specific Gantt chart bar by using the Admin menu.
- Modify the mode of the Project Central server to Single User by using the Admin menu.
- Specify the authentication option for the users who log on to Project Central by using the Admin menu.
- Modify the account creation setting on the Project Central server by using the Admin menu.
- Create a view by using the Admin menu.
- Modify a view by using the Admin menu.
- Create a category by using the Admin menu.
- Modify a category by using the Admin menu.

72060 - Microsoft Visio 2000

This course introduces students to Microsoft Visio 2000. Beyond a basic introduction, however, students will gain experience in creating project management, networking, database and TQM illustrations for IT organizations.

Learn To

• Identify the tasks that can be performed using Microsoft Visio 2000 Enterprise Edition.; Identify the components used for performing specific tasks in Microsoft Visio 2000 Enterprise Edition.; Create a block diagram by using the Basic Diagram template; Create a block diagram by using the Block Diagram with Perspective template; Create a network diagram by using the Basic Network template; Create a network diagram by using the Network Diagram Wizard; Import a non-Visio drawing by using the File menu; Export a Visio drawing to a non-Visio drawing format by using the File menu.

Audience

The target audiences for this course are End Users, Technical Managers, Application Developers, System Analysts, Software Engineers, and other Network Designers and Project Managers. This course is intended for experienced management and technical personnel who are well qualified in their respective fields, but who may be new to Visio.

72060 Objectives

Unit 1: Microsoft Visio 2000: An Introduction

- Identify the tasks that can be performed using Microsoft Visio 2000 Enterprise Edition.
- Identify the components used for performing specific tasks in Microsoft Visio 2000 Enterprise Edition.
- Create a drawing by using the Standard toolbar.
- Open a stencil by using the Open Stencil dialog box.
- Modify a stencil by using the Open Stencil dialog box.
- Create a diagram by using the shapes displayed on a Visio 2000 stencil.
- Modify shapes by using the Size & Position sheet.
- Find a shape by using the Shape Explorer.
- Add custom property fields to a shape by using the Define Custom Properties dialog box.
- Customize a shape by using the SmartShape Wizard.
- Format a drawing by using the Page Layout Wizard.

Unit 2: Standard Visio Diagrams

- Create a block diagram by using the Basic Diagram template.
- Create a block diagram by using the Block Diagram with Perspective template.
- Identify the template used to create a specific diagram.
- Create a flowchart by using the Work Flow Diagram template.
- Generate a numeric report for a process by using the Property Reporting Wizard.
- Create an organization chart from a data file by using the Organization Chart Wizard.
- Modify an organization chart by using the Organization Chart template.

Unit 3: Specialized Visio Diagrams

- Create a network diagram by using the Basic Network template.
- Create a network diagram by using the Network Diagram Wizard.
- Create a network diagram by using the AutoDiscovery and Layout template.
- Assign shapes to a layer by using the Format menu in the Basic Network template.
- Create a directory services diagram by using the Active Directory template.
- Create a database model diagram by using the Database Model Diagram template.
- Create a database model diagram by using the Reverse Engineer Wizard.
- Create a database schema by using the Generate Wizard.
- Update a database by using the Update Database Wizard.
- Create a project schedule calendar by using the Calendar template.
- Create a project schedule by using the Gantt Chart template.
- Create a project schedule by using the Timeline template.

Unit 4: Visio Advanced Features

- Import a non-Visio drawing by using the File menu.
- Export a Visio drawing to a non-Visio drawing format by using the File menu.
- Add a hyperlink to a shape in a Visio drawing by using the Insert menu.
- Convert Visio diagrams into HTML files by using the Save As dialog box.

72006 - Microsoft Windows 2000 Professional User Fundamentals

This course will introduce users to the fundamental features of Windows 2000 Professional. At the completion of this course, students will learn to identify the features of Windows 2000 and the functions of its desktop components; identify the functions of the various Windows 2000 programs; identify the functions of the various components available in the Windows Explorer interface and customize the Windows Explorer interface; identify the characteristics of files and folder; and share and access resources on the network.

Learn To

• Identify the features of Windows 2000 and the functions of its desktop components; Identify the functions of the various Windows 2000 programs; Identify the functions of the various components available in the Windows Explorer interface and customize the Windows Explorer interface; Identify the characteristics of files and folder.; Share and access resources on the network.

Audience

This course is intended for users who want to learn the most-used facilities of Windows 2000 Professional. Participants should have completed Introduction to PCs and Application Software (Course 12994) or have equivalent knowledge.

72006 Objectives

Unit 1: Windows 2000 Desktop

- Identify the features of Windows 2000.
- Log on to a Windows 2000 computer on the network.
- Match Windows 2000 desktop components with their functions.
- Match the Start menu commands with their functions.
- Access Windows Help on a topic.
- Exit Windows 2000.

Unit 2: Windows 2000 Programs

- Match the Windows 2000 programs with their functions.
- Launch a Windows 2000 program.
- Open a file.
- Save a file in a program.
- Print a file.
- Close a file.
- Match the menu items on the Paint menu bar with their functions.
- Match the Paint toolbox buttons with their functions.
- Match the menu items on the WordPad menu bar with their functions.
- Match the WordPad toolbar buttons with their functions.

Unit 3: Windows Explorer: An Introduction

- Match the interface components of Windows Explorer with their uses.
- Match the menu names with the functions that they enable you to perform.
- Match the items on the toolbar with their functions.

- Customize the View pane.
- Identify the features of My Documents folder.
- Identify the features of My Computer folder.

Unit 4: Organizing Files and Folders

- Identify the characteristics of files and folders used in Windows 2000.
- Associate a file of an unknown file type with a program.
- Create a file in a folder from within Windows Explorer.
- Copy a file to another folder.
- Move a file to another folder.
- Delete a file.
- Sort the files in a folder.
- Search for a file.
- Print a file from Windows Explorer.

Unit 5: Networking in Windows 2000

- Change the logon password.
- Search for a computer on the network.
- Match the tasks that can be performed by a user depending on the access permissions that are assigned.
- Share a folder.
- Map a drive letter to a network resource.
- Identify the uses of the dial-up communication utilities.
- Identify the uses of the network connection types provided by Windows 2000.

72007 - Microsoft Windows 2000 Professional Advanced User

This course will introduce users to the advanced features of Windows 2000 Professional. At the completion of this course, students will learn to add new hardware and applications; customize the desktop, the Start menu and toolbars in Windows 2000; identify the advanced features of Windows 2000; modify the properties of Internet Explorer; and search for people and Web pages on the Internet.

Learn To

• Add new hardware and applications; Customize the desktop, the Start menu and toolbars in Windows 2000; Identify the advanced features of Windows 2000; Modify the properties of Internet Explorer; Search for people and Web pages on the Internet.

Audience

This course is intended for users who want to learn the advanced features of Windows 2000 Professional. Participants should have completed Introduction to PCs and Application Software (Course 12994) and Microsoft Windows 2000 Professional User Fundamentals (Course 72006) or have equivalent knowledge.

72007 Objectives

Unit 1: Windows 2000: Basic Features

- Identify the Control Panel icon that enables you to perform a specified function.
- Match the accessibility options available in Control Panel with their functions.
- Change the folder settings by using Control Panel.
- Add a printer to the computer by using Control Panel.
- Modify the regional settings of Windows 2000 by using Control Panel.
- Match the system tab pages available in Windows 2000 with the information that they contain.
- Install a new application from a network to a computer by using Control Panel.
- Install hardware to a computer by using Control Panel.
- Customize the background of the desktop by using Control Panel.
- Customize screen savers for the desktop by using Control Panel.
- Change the appearance of the desktop items by using Control Panel.
- Add web content to the desktop by using Control Panel.
- Customize the desktop display settings by using Control Panel.
- Create a shortcut on the desktop by using Windows Explorer.
- Add an application shortcut to the Start menu.
- Delete an application shortcut from the Start menu.
- Move entries in the Start menu.
- Add a toolbar to the Taskbar by using the Taskbar shortcut menu.
- Remove a toolbar from the Taskbar by using the Taskbar shortcut menu.

- Move a toolbar on the Taskbar by using the drag and drop method.

Unit 2: Windows 2000: Advanced Features

- Match the system tools available in Windows 2000 with their functions.
- Create a backup of the data on the hard disk.
- Clean a disk by using the Disk Cleanup tool.
- Defragment a disk by using the Disk Defragmenter tool.
- Schedule a specified task by using the Schedule Task wizard.
- Set up remote access to the Internet by using Make New Connection Wizard.
- Make files or folders accessible offline.
- Make Web pages accessible offline by using the Internet Explorer window.
- Synchronize files or folders that are offline by using Synchronization Manager.
- Identify the role of Infrared technology in Windows 2000.
- Identify the features of the public key security.
- Identify the features of NTFS file system.
- Identify the features of the Kerberos protocol.
- Identify the features of Smart Card technology.
- Identify the advantages of virtual private networks.

Unit 3: Windows 2000 and the Internet

- Match the tab pages of the Internet Properties dialog box with their functions.
- Modify the general Internet settings of a computer.
- Match the Web content zones with their recommended security level settings.

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- Match the Web content setting components with their functions.
- Match the Internet connection setting buttons with their functions.
- Modify the Internet program settings of your computer.
- Add applications from the Internet by using Control Panel.
- Search the Internet for a specific Web page.
- Search for specific information about people on the Internet.

72020 - Microsoft Word 2000 Fundamentals

This course provides participants with the fundamental skills to use Microsoft Word 2000 on a daily basis in their workplace. At the completion of this course, students will learn how to create and insert text in a Word document; format text in a document; send and save files in Word; and manage and organize documents.

Learn To

• Create and insert text in a Word document; Format text in a document; Send and save files in Word; Manage and organize documents.

Audience

This course is intended for end users that are looking to use the fundamental features of Microsoft Word 2000. Participants should have completed Microsoft Windows 98 Fundamentals (Course 71011) or have equivalent knowledge.

72020 Objectives

Unit 1: Basics of Word 2000

- Start Word 2000.
- Identify the different parts of the Word 2000 interface.
- Create a document from the default template.
- Create a document from a specific template.
- Create a document by using a wizard.
- Insert text in a document.
- Match the text insertion modes with their respective features.
- Insert a symbol in a document.

Unit 2: Working with Documents

- Format text.
- Apply formatting to text by using the Format Painter.
- Change the spacing between characters.
- Align text.
- Modify the space between lines of text.
- Set tabs for the selected text.
- Set tabs with leaders to the selected text.
- Set indentation options for a selected paragraph.
- Create a list.
- Save a document.
- Send a saved Word document using e-mail.
- Save a document with a different name to a different folder.
- Save a document as a Web page.
- Access help on a specified subject by using the Office Assistant.
- Identify the functions of different tabs in the Microsoft Word Help Window.

Unit 3: Managing Documents

- Match the components of the Open dialog box with their functions.
- Open a file.
- Locate a file.
- Open a recently used file.
- Copy text from one location to another.
- Paste selected text into a document.
- Move text in a document.
- Paste the contents of the clipboard into a document.
- Highlight text.
- Rectify text.
- Navigate through a document by using the Scroll Bar.
- Navigate through a document by using the Document Map.
- Navigate through a document by using the Edit menu title.
- Navigate through a document by using the Select Browse Object button.
- Find text in a document.
- Replace text in a document.

Unit 4: Organizing Documents

- Specify the margins for a document.
- Set the orientation of a page.
- Vertically align text on a page.
- Insert a break in a document.
- Enable the automatic hyphenation of words.
- Enable the manual hyphenation of words.
- Preview a document.
- Select a printer to print a document.
- Set the options in the ColorSmart dialog box.

72021 - Microsoft Word 2000 Proficient User

This course provides participants with the intermediate skills to use Microsoft Word 2000 on a daily basis in their workplace. At the completion of this course, students will learn to format and proof a document; enhance a document with drawing objects, charts, Clip Art, graphics and presentation enhancements; create a mail merge; and create envelopes and labels by merging an address list.

Learn To

• Format and proof a document; Enhance a document with drawing objects, charts, Clip Art, graphics and presentation enhancements; Create a mail merge; Create envelopes and labels by merging an address list.

Audience

This course is intended for end users that are looking to use the fundamental features of Microsoft Word 2000. Participants should have completed Microsoft Windows 98 Fundamentals (Course 71011) and Microsoft Word 2000 Fundamentals (Course 72020) or have equivalent knowledge.

72021 Objectives

Unit 1: Enhancing a Document

- Insert a header and footer.
- Manipulate the page numbers in a document.
- Insert the date and time into a document.
- Replace existing document formats with customized formats.
- Replace a special character.
- Apply paragraph and section shading in a document.
- Add a border to a paragraph.
- Modify the page border in a document.
- Create an AutoCorrect entry for a document.
- Execute the Spelling and Grammar feature in a document.
- Execute the Thesaurus feature in a document.
- Create a table.
- Format a table.
- Add borders and shading to a table.
- Resize a table.
- Merge cells in a table.
- Modify rows and columns in a table.
- Change cell formats.
- Rotate the text in a table.
- Create a newspaper column.
- Modify columns.
- Balance the column length to lay out the text in a newspaper style.

Unit 2: Enhancing a Presentation Visually

- Match the buttons of the Drawing toolbar with their functions.
- Insert a drawing object into a Word document.
- Modify the line attributes of a drawing object.
- Modify the 3D attributes of a drawing object.
- Modify the color attributes of a drawing object.
- Insert a graphic image in a document.
- Delete a graphic image from a document.

- Reposition a graphic image in a document.
- Align the text with respect to a graphic element.
- Insert a WordArt element in a document.
- Format a WordArt element within a document.
- Rotate a WordArt element in a document.
- Modify the shape of a WordArt element.
- Insert Clip Art elements into a document.
- Modify a Clip Art element in a document.
- Create a chart from the textual data within a document.
- Create a chart from the tabular data in a document.
- Import data from an Excel application to create a chart.
- Edit a chart.
- Add the chart elements to a chart.
- Insert a non-breaking space into a document.
- Create a watermark in a document.
- Create a hyperlink.
- Customize a built-in toolbar.
- Create a custom toolbar.

Unit 3: Mail Merge, Envelopes and Labels

- Create a main document for a mail merge.
- Create a data source for a mail merge.
- Modify a main document for a mail merge.
- Modify the data records in a data source.
- Create merged mail.
- Merge alternate data sources in the main document.
- Sort the records merged into the main document.
- Create envelopes by merging an address list.
- Create labels by merging an address list.
- Print an envelope address.
- Print a label.

72022 - Microsoft Word 2000 Expert User

This course provides participants the knowledge to use the advanced features of Microsoft Word 2000. At the completion of this course, students will learn to perform advanced text editing and handling operations; manage documents within a workgroup environment; and insert table of contents, cross-references and bookmarks in a document.

Learn To

• Perform advanced text editing and handling operations; Manage documents within a workgroup environment; Insert table of contents, cross-references and bookmarks in a document.

Audience

This course is intended for end users that are looking to use the advanced features of Microsoft Word 2000. Participants should have completed the following courses: Microsoft Windows 98 Fundamentals (Course 71011) , Microsoft Word 2000 Fundamentals (Course 72020) and Microsoft Word 2000 Proficient User (Course 72021) or have equivalent knowledge.

72022 Objectives

Unit 1: Advanced Text and Document Handling

- Modify the display of bullets.
- Apply the text flow options.
- Insert footnotes and endnotes to a document.
- Format the first page of a document differently from the subsequent pages.
- Set AutoCorrect exceptions.
- Protect a document by applying security options.
- Create a master document.
- Attach a subdocument to a master document.
- Manage subdocuments within a master document.
- Route a document to another person.
- Customize a document template.
- Create a style within a document.
- Edit the selected style in a document.
- Identify the appropriate situations in which to use macros.
- Record a macro.
- Run a macro.
- Edit a macro.
- Load a macro from another template.
- Manage a macro.

Unit 2: Group Editing and Document

Distribution

- Identify the features of revision marks in a document.
- Insert revision marks in a document.
- Modify a document based on the inserted revision marks.
- Identify the characteristics of the Word 2000 comments feature.
- Insert comments in a document.
- Delete the comments inserted in a document.
- Review the comments inserted in a comment.
- Add comments to the summary of a document.

- Identify the tasks to be done to prepare a document for simultaneous editing.
- Set the default file location for workgroup templates.
- Protect a document for sharing.
- Enable the setting to create multiple versions of a Word document.
- Save a Word document as a Web page.
- Match the components of a form with their functions.
- Create a form in a Word document.
- Modify the form controls of a form.
- Enter data in the controls form.

Unit 3: Advanced Document Capabilities

- Create a table of contents.
- Modify a table of contents.
- Insert a cross-reference in a document.
- Add a bookmark to a document.
- Create an index to list a word in a document.
- Create a concordance file for listing index entries.
- Generate an index for a word by using a concordance file.
- Modify the format of an index.
- Link Excel data as a Word data table.
- Embed a worksheet in a table.
- Modify the worksheet in a data table.
- Sort data in a data table in a specified order.
- Perform calculations in a data table by inserting an appropriate formula.
- Create a table formula by using cell references.

73016 - Microsoft Internet Explorer 5.0 User Fundamentals

This course provides participants with the skills to use Microsoft Internet Explorer 5.0. At the completion of this course, students will learn how to search for Web pages; customize the display of Web pages; organize Web pages in the Favorites folder; save and print Web pages; identify the advanced features of IE 5.0; and use the basic features of Outlook Express.

Learn To

- Identify the characteristics of Internet, the features of the World Wide Web and the functions of the Internet services; Display and search for Web pages; Customize the display of Web pages; Organize Web pages in the Favorites folder; Save and print Web pages; Identify the advanced features of IE 5.0; Send, receive and customize E-mail; Subscribe and access a Newsgroup by using Outlook Express; Join a meeting by using NetMeeting.

Audience

This course is intended for end users that are looking to use the features of Microsoft Internet Explorer 5.0. Participants should have completed Microsoft Windows 98 Fundamentals (Course 71011) or have equivalent knowledge.

73016 Objectives

Unit 1: Introduction to the Internet

- Identify the characteristics of the Internet.
- Match the Internet services with their functions.
- Identify the features of the World Wide Web.
- Identify the features of IE 5.0.
- Match the interface components of IE 5.0 with their functions.
- Customize the IE 5.0 toolbar.
- Search for specific information in the IE 5.0 Help files.

Unit 2: Web Page Display

- Display a Web page by specifying a Web address in the Address bar.
- Move between Web pages by using hyperlinks.
- Navigate between Web Pages that you had visited in the current session.
- Access a previously visited Web page by using the History pane.
- Set up a Web page as the Start page by using the Internet Options dialog box.
- Customize the display of a Web page.
- Create a desktop shortcut to the current Web page by using the pop-up menu.
- Search the contents of the current Web page for information.
- Search the Web by using the Search Assistant.
- Locate an Internet user.
- Customize the Search Assistant by using the Search Assistant pane.

Unit 3: Organizing and Saving Web Pages

- Add the current Web page to the Favorites menu.
- Move a Web page in the Favorites menu to another folder.

- Delete a Web page in the Favorites menu.
- Transfer favorites by using the Import/Export Wizard dialog box.
- Save the current Web page on your computer.
- Save a Web page referenced by a given link without opening the Web page.
- Save the current Web page to display it offline.
- Download a file from the Internet to the hard disk of your computer.
- Match the Page Setup options with their functions.
- Set print options for a Web page by using the Print dialog box.

Unit 4: Advanced Features of IE 5.0

- Match the security options with their functions.
- Match the security risks on the Internet with their solutions.
- Set security levels for various security zones.
- Add a Web site to the Trusted sites security zone.
- Identify the characteristics of Active Channels.
- Add Active content to the Active desktop by using the Channel Guide.
- Set the Channel Screen Saver.

Unit 5: IE 5.0 Suite

- Identify the uses of Outlook Express.
- Send an e-mail message by using Outlook Express.
- Send a message by using the Address book in Outlook Express.
- Save an e-mail message by using Outlook Express.
- Secure outgoing mail messages by using Outlook Express.

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- Create a signature and add it to the outgoing mail by using Outlook Express.
- View an attachment from an e-mail message by using Outlook Express.
- Identify the prerequisites to accessing a newsgroup.
- Subscribe to a newsgroup by using Outlook Express.
- Identify the etiquette of communicating in a newsgroup.
- Reply to a news message by using Outlook Express.
- Post a news message to a newsgroup by using Outlook Express.
- Identify the uses of NetMeeting.
- Join a meeting by using NetMeeting.
- Match the IE 5.0 components with their descriptions.

70011 - Microsoft Windows 95 Fundamentals

This is the first of a series of multimedia self-paced learning courses in Windows 95 and related Microsoft application products. You will learn to use key functions of Microsoft's Windows 95 operating system. The instruction uses text, voice, questioning, practice, quizzes and multiple study paths to create a learning environment that enhances your enjoyment and comprehension. Mastery tests at the end of each unit allow you to verify your understanding of key skills and guide you back to any content that warrants further study.

Learn To

• Master the basics of Windows 95; Learn the components of Windows 95 desktop; Master the elements of Explorer; Understand Windows 95 internal applications.

Audience

This course is intended for users who want to learn the most-used facilities of Windows 95. Participants should have taken Introduction to PC's and Application Software (Course 12994).

70011 Objectives

Unit 1 -- Windows 95 Basics

- Explore, customize and work on the Windows 95 desktop.
- Create folders and icons (objects) and place them on the desktop.
- Recognize My Computer, Network Neighborhood and the Recycle Bin icons.
- Explore the Taskbar and identify various menus and submenus.
- Learn how to start Programs from the Taskbar.
- Identify the relationship between file extensions and file associations.
- Review the use of objects as tools, files, documents or devices.

Unit 2 -- Windows 95 Desktop

- Review Windows terms including minimize, maximize, close, move and size.
- Explore the menu bar, the scroll bar and identify active windows.
- Use "My Computer" to execute commands.
- Identify the functions of the Control Panel (Add New Hardware, Add/Remove Programs, Date/Time, Display).
- Delete, view and restore objects in the Recycle Bin.
- Find and use key features of the Taskbar.
- Use the Start button to start programs, open documents, change computer settings, find documents and access Help facilities.
- Add and remove programs from the Start Menu.
- Maximize Help facilities using Contents, Index and Find.

Unit 3 -- Windows Explorer

- Distinguish differences in functionality between left and right Explorer panes.
- Change the contents of information displayed in the left pane.
- Use the right pane to view system resources and files.
- Use Explorer menus and toolbars to manage system resources.
- Copy, move and rename files and folders.
- Understand file naming conventions for long and short filenames.
- Look for objects with expanded Search capabilities.
- Format diskettes.

Unit 4 -- Windows 95 Internal Applications

- Use Paint to draw, edit, print and save simple pictures.
- Create your own tiled wallpaper using a simple Paint picture.
- Use WordPad to create, edit, format, print and save text documents.
- Identify primary communications accessories (Microsoft Exchange, Microsoft Network, Phone Dialer and HyperTerminal).
- Explore Accessibility Options and control these options for the keyboard, video display and mouse.

71006 - Microsoft Windows NT 4.0 User Fundamentals

This multimedia self-paced learning course will instruct you on working with Microsoft Windows NT 4.0 Workstation. The unique Skill Builder instruction uses text, voice, questioning, practice, quizzes and multiple study paths to create a learning environment that enhances your enjoyment and comprehension. Preassessment testing in the beginning of each unit will allow you to have a personalized study path based on the knowledge and skills demonstrated. Mastery tests at the end of each unit allow you to verify your understanding of key skills and guide you back to any content that warrants further study.

Learn To

- Perform tasks from the Desktop; Understand the basics of using Windows NT 4.0 Workstation; Use Explorer to view and manipulate files and folders in Windows NT Workstation.

Audience

This course is intended for users who are looking to explore the features of Microsoft Windows NT 4.0 Workstation. Participants should have taken Introduction to PC's and Application Software (Course 12994).

71006 Objectives

Unit 1: Using the Desktop

- Identify the features associated with Windows NT 4.0 Workstation.
- Log into Windows NT 4.0 Workstation.
- Change your password.
- Identify the purpose of My Computer, Network Neighborhood, Recycle Bin and My Briefcase.
- Utilize options available in the Accessibility Options dialog box to change system settings to make it easier to use Windows.
- Use the Add New Hardware utility to add devices to your PC.
- Change the default printer.
- Modify programs installed on the hard drive with the Add/Remove Programs utility.
- Identify options for arranging Desktop items.
- Create a shortcut on the desktop.
- Use the New Command in the Shortcut menu to create a folder or shortcut.
- Identify the options available within the Display Properties dialog box.

Unit 2: Windows NT Workstation Basics

- Use the different elements of the Windows NT Taskbar.
- Identify the purpose of items available on the Start Menu.
- Identify the order of the steps used to modify the Start Menu.
- Use the Start Menu to launch an application.
- Identify the functions of the Windows NT Workstation 4.0 Help utility.
- Identify ways that you can switch between open windows.

- Use options from the Desktop shortcut menu to arrange windows on the Desktop.

Unit 3: Using Explorer

- Identify the Explorer features to view files and folders.
- Identify the components of the Explorer window.
- Identify display options for files and folders in Explorer.
- Identify the features to change the view of files and folders in Explorer.
- Identify the steps to change the file association of an application using the shortcut menu.
- Preview a file using Quick View on the Shortcut menu.
- Identify the selection method to select files and folders in Explorer.
- Complete the steps to copy/move a selection of files.
- Rename a file or folder using the shortcut menu.
- Create a shortcut to a folder using the shortcut menu in Explorer.
- Remove a file, folder or shortcut using the Explorer toolbar.
- Identify the steps used to format a diskette using the shortcut menu in Explorer.
- Identify the steps to copy a file to a diskette using the shortcut menu.
- Identify the best way to search for a particular file by specifying the name and location of the file.
- Identify the best way to search for a file modified on a certain date using the Find command on the Tools menu.
- Identify the advanced Find File features to use when searching for a file.

71011 - Microsoft Windows 98 User Fundamentals

This course will introduce users to the basic features of Windows 98. Participants will learn the skills to work with desktop components, manage windows on the desktop, customize the desktop, manage files in Windows Explorer and identify the functions of Active Desktop.

Learn To

• Identify the functions of the desktop components; Manage windows on the desktop; Perform operations on the desktop by using the Taskbar, Start menu, My Computer and Recycle Bin; Manage files and folders in Windows Explorer; Customize the display on the desktop; Identify the functions of Active Desktop; Customize the appearance of the Active Desktop.

Audience

This course is intended for users who want to learn the most-used facilities of Windows 98. Participants should have completed Introduction to PCs and Application Software (Course 12994).

71011 Objectives

Unit 1: Windows 98 Basics

- Match the Windows 98 desktop components with their functions.
- Identify the salient features of Windows 98 files and folders.
- Launch an application.
- Identify the characteristics of the menu bar commands.
- Adjust the size of a window.
- Display the overflow information in a window by using the scroll bar.
- Retrieve a window that is off the desktop by using the keyboard.
- Identify the different ways of closing a window.

Unit 2: Windows 98 Desktop

- Match the Start menu icons with their functions.
- Customize the appearance of the Taskbar.
- Locate a file stored on your hard drive by using the Find: All Files dialog box.
- Locate a computer from the network by using the Find submenu.
- Locate information on the Internet by using the Find cascading menu.
- Access help on a particular subject by using Windows Help.
- Display the properties of an object by using My Computer.
- Display a print queue.
- Display the contents of the Recycle Bin.
- Delete a file permanently from the Recycle Bin.

Unit 3: Organizing Files and Folders

- Access a file stored on your computer by using Windows Explorer.
- Customize the view of the right pane of Windows Explorer.

- Select multiple items in Windows Explorer.
- Sort the files and folders displayed in the right pane on the Windows Explorer window.
- Match the tool buttons on the Standard Buttons toolbar with their functions.
- Match the File menu options with their functions.
- Edit a file in Windows Explorer.
- Match the View menu options with their functions.
- Manage the connection to a shared folder of a network computer.
- Match the file icons with their file types.
- Display the properties of a file in Windows Explorer.
- Open an unknown file type from Windows Explorer by associating it with Notepad.
- Create an object by using the Windows Explorer File menu.
- Rename a file in Windows Explorer.
- Copy a file to another location in Windows Explorer.
- Move a file to another location in Windows Explorer.
- Print a file from Windows Explorer.
- Identify the features of the Internet.
- Open a Web site from Windows Explorer.

Unit 4: Personalizing a Desktop

- Create a shortcut on the desktop for an application.
- Display a background wallpaper on the desktop.
- Select a screen saver for the desktop.
- Change the appearance of the desktop.
- Add an application to the Start menu.
- Create a folder in the Start menu.
- Delete a folder from the Start menu.

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- Launch a program at startup by adding a program item in the StartUp submenu.
- Change the date and time settings on a computer.
- Select a desktop theme for a computer.
- Adjust the Windows 98 setting to provide access to the disabled by using the Accessibility Wizard.
- Enlarge a selected portion of the screen by using Microsoft Magnifier.

Unit 5: Active Desktop

- Add an Active Desktop item to your Active Desktop from the Active Desktop Gallery Web site.
- Subscribe to a Web site.
- Add a channel to the Channel bar by using the Channel Guide.
- Add a Web page to your Active Desktop.
- Enable the Web style interface on a desktop.
- Display the folder background in Windows Explorer as a Web page.
- Customize the appearance of a folder background in Windows Explorer.

71012 - Microsoft Windows 98 Advanced User

This course will introduce users to the advanced features of Windows 98. Participants will learn the skills to work with the commonly used applications in Windows 98; various components of multimedia devices that support sound and video; connect to a network and its resources; configure and administer a printer.

Learn To

• Identify the functions of the commonly used applications in Windows 98; Identify the functions of various components of multimedia devices that support sound and video and use some of these multimedia devices; Connect to a network and its resources; Identify the functions of the components of the utilities Phone Dialer and Hyper Terminal; Configure and administer a printer.

Audience

This course is intended for users who want to learn the most-used facilities of Windows 98. Participants should have taken Introduction to PCs and Application Software (Course 12994) and Microsoft Windows 98 User Fundamentals (Course 71011).

71012 Objectives

Unit 1: Windows 98 Applications

- Match the commonly used Windows 98 applications with their functions.
- Save the data in the clipboard by using the Clipboard Viewer.
- Match the Paint Toolbox buttons with their functions.
- Set the options to print a picture.
- Identify the functions of the WordPad Toolbar buttons.
- Format text in a document.
- Edit a document by replacing an existing word with a new word.
- Create a new image document.
- Match the Annotating Toolbar buttons with their functions.

Unit 2: Multimedia: Sound and Video

- Match the components of the CD Player window with their functions.
- Select specific tracks to be played.
- Match the components of the Sound Recorder window with their functions.
- Match the components of the Media Player window with their functions.
- Embed a section of a media file in a Word document by using the Media Player application.
- Run a movie clip in the ActiveMovie Control application.
- Identify the properties available for various multimedia devices in different pages.
- Identify the features of the TV Viewer application.

Unit 3: Networking in Windows 98

- Set a single password for the Windows and network login.

- Enable remote administration.
- Identify the features of user profiles.
- Map a drive to a network resource.
- Remove a mapped drive.
- Distinguish between the share-level and the user-level security on the basis of their advantages and disadvantages.
- Identify the functions of network administration.
- Setup sharing on a Windows NT network.
- Assign permissions to a folder.
- Modify permission assigned to a folder.

Unit 4: Network Communication

- Identify the features of the Direct Cable Connection utility.
- Set up the host computer for direct cable connection.
- Set up the guest computer for direct cable connection.
- Install a modem for remote access.
- Create a dial-up connection.
- Match the components of the Phone Dialer utility with their functions.
- Match the components of the Hyper Terminal utility with their functions.
- Send files to a remote computer.
- Receive files from a remote computer.

Unit 5: Printers

- Install a local printer.
- Attach a network printer to your computer.
- Change the default printer.
- View a print queue.
- Interrupt the print job.
- Cancel a printing job.

81061 - Novell GroupWise 5 User Fundamentals

This Skill Builder course is intended for end users who plan to use Novell GroupWise 5 to send and receive electronic mail, organize messages, schedule meetings, create and use rules.

Learn To

• Navigate through GroupWise 5, use the Help system and manage e-mail messages; Organize the mailbox, archive messages, work with rules, and use the calendar; Use the Notify utility, customize the GroupWise 5 environment, use GroupWise 5 Remotely to create and send Internet references.

Audience

This course is intended for end users who are interested in using Novell GroupWise 5 to manage their electronic mail and appointments. Participants should have taken Microsoft Windows 95 - Fundamentals (Course 70011).

81061 Objectives

Unit 1: Introduction to Novell GroupWise 5

- Identify the features of GroupWise 5.
- Identify the GroupWise 5 interface items.
- Identify and use the GroupWise 5 Help options.
- Create and save a message.
- Address a message using the Novell Address Book.
- Send a message.
- Retract a sent message.
- Display the contents of a message.
- Delete a message.
- Forward a message.
- Send a file as an attachment with a message.
- View an attachment.
- Print an attachment.
- Save an attachment.
- Create a Personal Address Book to list a user name in a personal group.
- Add a new entry in a Personal Address Book.

Unit 2: Mailbox and Document Management

- Create a folder.
- Move messages from your mailbox into an existing folder.
- Delete a folder and the messages in it.
- Recover a deleted message.
- Create an archive directory to store messages.
- Archive mailbox items.
- Un-archive the mailbox items from the archive directory into the message store.
- Create a rule to file messages into folders.
- Edit an existing rule.
- Disable an existing rule.
- Delete a rule.
- Execute an existing rule.
- Identify the calendar interface items.
- Display the scheduled items on a particular day.
- Print the calendar items.
- Create a calendar item to keep track of personal activities.

- Schedule a meeting by creating an appointment message.
- Create a recurring appointment.
- Respond to an appointment.

Unit 3: Advanced Features of GroupWise 5

- Set the Notify options to monitor the Mailbox folder for new messages.
- Display a new message using the Notify utility.
- Change the GroupWise 5 environment default settings for displaying mail.
- Change the mailbox properties to create a custom display of the mailbox items.
- Change the send options for a mail message.
- Set up an access to the GroupWise 5 System using GroupWise 5 Remote.
- Update the GroupWise 5 Remote mailbox.
- Send messages to GroupWise users from GroupWise 5 Remote.
- Update your master mailbox using the Smart Docking feature.
- Create and send an Internet reference and access an Internet location.

45007 - Business Writing: The Fundamentals

In Business Writing: The Fundamentals, participants learn how to use writing to effectively communicate information. They learn how to use the writing process to construct a well-defined idea and focus on a specific audience. They also learn the proper format for various written pieces, such as business letters, e-mail messages, and memos.

Learn To

• Identify and avoid common writing pitfalls; Follow various writing guidelines; Understand why word choice is important; Properly structure a paragraph; Use positive and negative messages effectively.

Audience

Managers and employees who want to improve their writing skills.

45007 Objectives

Unit 1: Background Information

- Identify common writing pitfalls to avoid.
- Use writing to effectively communicate information.
- Follow various overall writing guidelines.
- Recognize the importance of a writing process.
- Simulation Overview:
- Each of the simulations allows you to practice the skills learned in the instructional content. You will enter realistic scenarios in which you will interact with a variety of individuals. By using the knowledge you have gained, you control the outcome of each simulation.

Unit 2: The Writing Process

- Use the writing process.
- Plan to write a document.
- Organize your thoughts for a document.
- Write an effective first draft.
- Properly edit a document.
- Simulation Overview:
- In this simulation, you will explore the four steps of the business writing process. First, you will identify the purpose for writing and then begin to create a document. After completing the preliminary work, you will follow the steps for writing a first draft. Finally, you will meet with your supervisor to edit the document.

Unit 3: Utilize Proper Writing Skills

- Understand why word choice is important.
- Avoid words that are detrimental to any document.
- Identify different types of sentences.
- Write an effective sentence.
- Properly structure a paragraph.
- Simulation Overview:

• In this simulation, you will work with a team of employees to create a market analysis for your company. Your goal is to create a document that avoids the common pitfalls of writing. By identifying proper word choice and effective sentence structure, you will work as a team to create effective paragraphs for the report.

Unit 4: Writing Specific Messages

- Identify the characteristics of a good report.
- Format a business letter properly.
- Use positive and negative messages effectively.
- Write an effective memo and e-mail.
- Properly write an apology and a complaint.
- Simulation Overview:
- In this simulation, you will learn how to write situation-specific business documents. A customer has written your company with a complaint. Upon research, you discover that an external service provider is causing the problem. It is up to you to respond appropriately to the customer's complaint and create a mutually beneficial solution for the customer and your company.

41042 - Coaching: Applying the Coaching Process

In Coaching: Applying the Coaching Process, you will learn how to establish coaching objectives, identify the best opportunities to coach, and communicate your goals and expectations to your employees in a clear and effective manner. You will also learn how to differentiate between performance goals and long-term goals, implement an appropriate reward system, and monitor your employees' performance.

Learn To

- Apply the COACH acronym when coaching an employee; Set appropriate goals when coaching employees; Communicate goals and expectations to employees when coaching; Monitor an employee's performance through the most appropriate way; Offer positive and constructive feedback effectively while coaching.

Audience

Managers and supervisors who want to learn how to apply the coaching process in order to successfully coach their employees.

41042 Objectives

Unit 1: Promote the Coach/Employee Relationship

- Identify the components that promote a coach/employee relationship.
- Detect the best opportunities to use your coaching skills.
- Identify the components of the COACH acronym.
- Apply the COACH acronym when coaching an employee.
- Simulation Overview:
 - In this simulation, you will meet with Lance Helms, a recently promoted Systems Integrator. Lance is responsible for maintaining the network of one of Icon's largest and most demanding clients, who is ready for a major network upgrade. You need to mentor Lance and build a coach/employee relationship, which will help him handle the upgrade.

Unit 2: Establish Objectives, Expectations, and Goals

- Identify the four questions you must ask in order to establish your coaching objectives.
- Set effective coaching objectives.
- Differentiate between performance goals and long-term end goals.
- Set appropriate goals when coaching employees.
- Communicate goals and expectations to employees when coaching.
- Simulation Overview:
 - In this simulation, you will meet with Ronald Spear and Nancy Hurst, two recently-hired Software Engineers. Due to the Software Division's rapid expansion, it is imperative that Ronald and Nancy are performing their job tasks as quickly and efficiently as possible. It is your responsibility as Engineering Manager to explain the overall goals of the organization, help Ronald and Nancy set goals, and motivate them to become successful members of Icon.

Unit 3: Evaluate Performance

- Identify the four areas of performance you must consider when evaluating an employee.
- Monitor an employee's performance through the most appropriate way.
- Differentiate between positive and constructive feedback.
- Offer positive and constructive feedback effectively while coaching.
- Implement appropriate reward systems for your employees.
- Simulation Overview:
 - In this simulation, you will meet with Travis Peterson, an Engineer who has been promoted to Project Manager. Travis is a new team leader in a position that is essential to the success of the Division. He has worked hard but has experienced some problems with deadlines and team communication. You need to coach him and monitor his performance to help ensure his success.

41043 - Coaching: Communicating with Employees

In Coaching: Communicating with Employees, you will learn how to use appropriate language during a coaching session, recognize factors that can distort your message, and how to interpret your employees' nonverbal communication correctly. You will also learn how to ask the right questions during a coaching session, how to conduct effective face-to-face meetings, and the best approach to take when confronting an employee.

Learn To

- Demonstrate clear communication by applying appropriate techniques; Interpret nonverbal communication by analyzing body language; Use the four types of questions effectively while coaching; Follow the steps for conducting face-to-face meetings with problem employees; Use the appropriate approach when confronting your employee.

Audience

Managers and supervisors who want to learn how to apply coaching concepts successfully by using good communication techniques.

41043 Objectives

Unit 1: Language and Nonverbal Communication

- Identify appropriate words to use during a coaching session.
- Demonstrate clear communication by applying appropriate techniques.
- Select factors that can distort your coaching message.
- Interpret nonverbal communication by analyzing body language.
- Simulation Overview:
- In this simulation, you will be meeting with Cindy Becker, a software developer. Cindy is responsible for compiling the work of other developers on the team in order to create the final program for a new product. You need to use appropriate language and watch for nonverbal communication to determine what is causing the delays and to coach Cindy in overcoming any problems.

Unit 2: Effective Questioning

- Identify the purposes questioning serves during a coaching session.
- Define the four types of questions you can use while coaching.
- Use the four types of questions effectively while coaching.
- Simulation Overview:
- In this simulation, you will be meeting with Nathan Iverson, the Software Development Team Leader. After initial discussions with members of the development team, you have determined that many of the development versions for a new product line have been sent out for testing with an unusual amount of errors, causing testing to take longer and delaying the development process. As the Operations Manager, you need to effectively question Nathan to determine why the mistakes are happening.

Unit 3: Face-to-Face Communication

- Select the benefits that face-to-face communication offers.
- Arrange the steps of the process for conducting face-to-face meetings with problem employees.
- Follow the steps for conducting face-to-face meetings with problem employees.
- Simulation Overview:
- In this simulation, you will meet with Robin Carlson, a Product Manager in Icon's Marketing Department. After meeting with the software development team, you have determined that Robin is not providing feature information to the development team in a timely fashion. As an Operations Director, you need to coach Robin during a face-to-face meeting in order to help her meet the established deadlines.

Unit 4: Productive Employee Confrontation

- Define the three different approaches to confronting employees.
- Identify the approach used when confronting an employee.
- Use the appropriate approach when confronting your employee.
- Arrange the steps of the process for using the confrontation with care approach.
- Follow steps of the process for confronting with care.
- Simulation Overview:
- In this simulation, you will meet with Don Hamilton, who is representing the sales department on the product team for a new software release. After talking with other project team members, you have learned that Don has been late with responses to marketing's recommendations on the new products features. You will need to use one or more of the different approaches to confrontation in order to coach Don to be more prompt with his responses.

41009 - Conducting Meetings: The Meeting Process

Conducting Meetings: The Meeting Process provides participants with a framework for planning, participating in, and concluding meetings successfully. They learn techniques for establishing the purpose and agenda of a meeting and facilitating participants' progress toward the meeting goals.

Learn To

- Define and communicate the purpose, objective, setting, and agenda for a meeting; Ensure that best practices are followed for meeting procedures, such as taking minutes, keeping discussions focused, and summarizing accomplishments and action items; Objectively evaluate a meeting's effectiveness.

Audience

Managers and employees who want to learn the appropriate process for conducting meetings.

41009 Objectives

Unit 1: Background Information

- Understand why meetings should be conducted.
- Learn the difference between formal and informal meetings.
- Recognize common misconceptions about meetings.
- Simulation Overview:
 - In this simulation, you will be meeting with Janet Porter to discuss the process for conducting meetings. Through your questions, you will identify what the different types of meetings are, discuss the benefits organizations gain from meetings, and uncover the common misconceptions associated with meetings.

Unit 2: Planning a Meeting

- Know how to create an objective for a meeting.
- Choose an appropriate time and location for a meeting.
- Prepare an effective meeting agenda.
- Understand the importance of taking minutes during a meeting.
- Simulation Overview:
 - In this simulation, you will be meeting with Pam Armstrong to discuss the process for planning meetings. Through your questions and answers, you will learn why it is important to plan thoroughly for all meetings, discuss the benefits obtained from planning, and identify your planning strengths.

Unit 3: Participating in a Meeting

- Introduce participants properly.
- State the objective of the meeting properly.
- Set ground rules.
- Stimulate discussion during a meeting.
- Keep the conversation focused.
- Simulation Overview:
 - You will be meeting with a team of employees to finalize plans for the implementation of a new company-wide payroll system. The deadline is rapidly approaching and there have been some hiring and recruiting problems hindering the team's progress. It is up to you, the Chief Operations Officer, to identify the source of the problems and help the team create solutions that will address them.

Unit 4: Closing a Meeting

- Summarize the main topics discussed during the meeting.
- Express appreciation for the participants.
- Follow-up after a meeting.
- Evaluate the meeting's effectiveness.
- Distribute the meeting minutes appropriately.
- Simulation Overview:
 - You are resuming a meeting that was adjourned so the participants could take an evening to reconsider the problem. Yesterday, the discussion was very accusatory and non-productive. It is up to you to help the team focus on identifying ways to complete the implementation of a new payroll system on schedule.

47009 - Diversity: What Employees Should Know

In Diversity: What Employees Should Know, participants learn what diversity is and how it influences their relationships with others. They learn to differentiate between-and overcome-stereotyping, prejudice, and discrimination. They acquire the communication skills they need to build on the advantages that a diverse workplace offers.

Learn To

- Understand the benefits of valuing diversity; Identify cultural differences; Recognize the four basic personality style; Avoid discriminating against others; Communicate effectively within a diverse workplace

Audience

Employees who work in a diverse organization.

47009 Objectives

Unit 1: Background Information

- Understand the meaning of diversity.
- Know what makes people diverse.
- Identify common misconceptions about diversity.
- Recognize the three approaches used to address diversity.
- Appreciate the advantages of a diverse workplace.
- Simulation Overview:
 - In this simulation, you will be meeting with John Cunningham, Icon International's Assistant General Counsel, to discuss various aspects of diversity. Through your questions, you will learn the definition of diversity, common misconceptions about diversity, the approaches used to address diversity, and the advantages of maintaining a diverse workforce.

Unit 2: Understanding Differences

- Be aware of cultural differences.
- Understand how cultural differences impact relationships.
- Identify your personality style.
- Realize how your personality influences others.
- Simulation Overview:
 - In this simulation you will be meeting with Ann Logan, Icon International's Assistant General Counsel, to discuss the definition of culture and you will learn about prominent cultural differences. In addition, you will discuss the four major personality styles that individuals adopt and learn which style most closely reflects your personality.

Unit 3: Overcoming Barriers to Diversity

- Understand how stereotypes lead to prejudice.
- Realize how discrimination develops from prejudice.
- Differentiate between inward and outward responses to discrimination.
- Recognize the three negative ways of dealing with discrimination.
- Avoid discriminating against others.

Simulation Overview:

- In this simulation you will be meeting with meet with Louis Scott, Icon International's Assistant General Counsel, to discuss stereotypes and prejudices. In addition, you will learn about typical responses to discrimination and ways to avoid discriminating against others in the workplace.

Unit 4: Communicating in a Diverse Workforce

- Take steps to communicate effectively in a diverse workplace.
- Welcome new members into your workplace.
- Motivate diverse members of a team.
- Manage conflicts in a diverse group.
- Give feedback effectively to others.
- Simulation Overview:
 - In this simulation you will be meeting meet with Sue Bogner, Icon International's Assistant General Counsel, to discuss communicating effectively in a diverse workplace, overcoming common challenges with diverse coworkers, and motivating and providing feedback to employees.

45233 - E-mail Etiquette: Writing Effective E-mail Messages

E-mail Etiquette: Writing Effective E-mail Messages teaches students how to write effective e-mail messages. The program covers the differences between writing online and traditional paper-based writing, how to achieve your e-mail message objectives, the importance of using correct punctuation, how to construct effective sentences and paragraphs, and how to edit your e-mail messages. The program also focuses on the importance of using specific words to avoid vagueness and using active voice rather than passive.

Learn To

- Identify the differences between writing online and writing on paper.
- Arrange the steps for achieving your e-mail message objectives.
- Identify specific and vague words or phrases.
- Identify examples of active versus passive voice.
- Identify how to place commas correctly.
- Identify the best ways to construct a paragraph.

Audience

Managers, employees, and anyone who needs to learn how to use e-mail in order to communicate more effectively at work.

45233 Objectives

Unit 1: Composing Online Correspondence

- Identify the differences between writing online and writing on paper.
- Explain the differences between writing online and writing on paper.
- Arrange the steps for achieving your e-mail message's objective.
- Explain the steps for achieving your e-mail message's objective.
- Identify specific and vague words/phrases.
- Simulation Overview:
 - In this simulation, you will meet with David Morris, a Technical Support Specialist in Icon's Computing Hardware and Software division. David is very knowledgeable and talented when working with technical products, but he sometimes lacks the social skills customers have come to expect. As his supervisor, you have received a number of complaints about his communication, specifically his e-mail etiquette. It is your responsibility to help David develop his online correspondence skills and learn how to make his e-mails more effective.

Unit 2: Improving Your Online Writing Style

- Identify examples of active vs. passive voice.
- Identify correct uses of commonly misused words.
- Identify how to place commas correctly.
- Determine when to use parentheses or ellipses.
- Simulation Overview:
 - In this simulation, you are the team leader of a project, and you are responsible for submitting a proposal to your supervisor. Your team has given you input and it's important that you construct the e-mail correctly as the recipient of your e-mail, Ms. Chen, is very particular about grammar and punctuation.

Unit 3: Creating Efficient Writing Habits

- Identify the types of sentences.
- Identify parallel sentence structure.
- Identify the best ways to construct a paragraph.
- Select which actions need to be taken to effectively edit an e-mail message.
- Simulation Overview:
 - In this simulation, you are an employee of Icon International. There is a new job opening in your department that you feel you are qualified for and would allow you to contribute even more to the company. You have compiled and updated your resume, and now must compose a cover letter. This position involves a substantial increase in status and salary. It is important that you construct your e-mail carefully, and choose the correct wording and structure.

41008 - Employee Performance: Resolving Conflict

Learn the strategies and tactics necessary for effective conflict resolution in Employee Performance: Resolving Conflict. You will be given the opportunity to create a more productive work environment by addressing conflict between another manager and yourself, between employees, and among team members.

Learn To

•Examine many sources of conflict; Explore the harmful and beneficial sides of conflict; Use, identify, and address various conflict resolution methods; Understand the difference between resolving and managing conflict; Address difficult personalities

Audience

This course is for managers and employees who encounter conflict in the workplace.

41008 Objectives

Unit 1: Background Information

- Understand why conflicts occur.
- Know the two kinds of conflict that can develop.
- Understand how conflict can benefit an organization.
- Differentiate between conflict resolution and conflict management.
- Simulation Overview:
- Each of the simulations allows you to practice the skills learned in the instructional content. You will enter realistic scenarios in which you will interact with a variety of individuals. By using the knowledge you have gained, you control the outcome of each simulation.

Unit 2: Conflict Between Managers

- Identify conflict resolution styles.
- Know when to use collaboration.
- Use compromise when appropriate.
- Accommodate others to resolve conflict.
- Know when to use control.
- Realize when avoidance is appropriate.
- Simulation Overview:
- In this simulation, your latest management software portfolio has been experiencing a high number of technical problems. It has come to your attention that Customer Support is handling an alarming number of complaints from customers who cannot access their stock portfolios.

Unit 3: Conflict Between Employees

- Assess the conflict situation.
- Identify the sources of conflict.
- Determine how personalities affect a conflict situation.
- Meet each party's needs effectively.
- Select a course of action.
- Simulation Overview:

- In this simulation, two of your employees are responsible for establishing a new Consumer Support System. The telephone service was supposed to be installed three days ago, but is behind schedule.

Unit 4: Conflict Within a Team

- Understand how communication can help you resolve conflict.
- Maintain dialogue between disputing parties.
- Avoid becoming caught up in the conflict situation.
- Offer criticism appropriately.
- Use listening skills to resolve conflict.
- Simulation Overview:
- In this simulation, the team has identified a product that could help elevate your position in the market but it has been unable to convince others to support the new program.

44008 - Excellence in Service: Communicating with Your Customers

In Excellence in Service: Communicating with Your Customers, you will learn how to build rapport with your customers, and you will learn how nonverbal communication is interpreted by customers. In addition, you will learn telephone skills, including how to project professionalism and how to provide quality customer service over the telephone. Finally, you will learn how to communicate effectively with your customers through e-mail.

Learn To

• Take seven actions to build rapport with your customers; Project a positive telephone image by following three guidelines; Create a customer-friendly voice mail greeting; Write easy-to-read e-mail messages by following four guidelines; Provide quality customer service by following a three-step process.

Audience

Employees and managers who are involved with customer service and want to learn how to communicate effectively with customers.

44008 Objectives

Unit 1: Background Information

- Identify the importance of communicating effectively with customer.
- Take four actions to improve your listening skills.
- List two factors that cause breakdowns in communication.
- Simulation Overview:
 - In this simulation, you will meet with Maggie Roberts, Icon's Vice President of Products and Services. Maggie has a lot of experience in customer service, and she has agreed to meet with you to review the fundamental issues you will deal with when communicating with customers.

Unit 2: Interpersonal Communication

- Apply three guidelines to communicate clearly with customers.
- Take seven actions to build rapport with your customers.
- Explain how four forms of nonverbal communication are interpreted by customers.
- Identify how three aspects of your voice affect your customers.
- Simulation Overview:
 - In this simulation, you will be working in Icon's Customer Service Department as a new Customer Service Representative. Today, your primary goal is to satisfy the needs of your customer. If you encounter delivery problems, you can offer both ground and air delivery to the customer.

Unit 3: Telephone Skills

- Enhance your professionalism by displaying four characteristics.
- Project a positive image by following three guidelines.

- Provide quality customer service by following a three-step process.
- Create a customer-friendly voice mail greeting.
- Leave effective voice mail messages.
- Simulation Overview:
 - In this simulation, you want to handle the needs of customers calling the Icon Customer Service Department in the correct manner. In addition to taking calls, you will also need to return calls for customers who have left messages on your voice mail. When doing so, you can access a customer's file by his or her policy number or last name.

Unit 4: E-mail Etiquette

- List the benefits of using a subject line when sending e-mail messages.
- Write easy-to-read e-mail messages by following four guidelines.
- Explain the importance of reviewing e-mails before sending them.
- Avoid four pitfalls when sending attachments with e-mail messages.
- Simulation Overview:
 - In this simulation, you will meet with Marcus Robinson, Icon's Information Services Manager. Since Marcus spends much of his day writing and responding to e-mails, he has asked to meet with you to discuss e-mail etiquette and test your knowledge of providing appropriate context for various e-mail messages.

44006 - Excellence in Service: Providing Superior Customer Service

In Excellence in Service: Providing Superior Customer Service, you will learn how to develop and maintain a positive attitude, show extra attentiveness to your customers, and use customer-friendly language. In addition, you will learn how to effectively solve customers' problems and benefit from their complaints.

Learn To

- Use the SERVE acronym to understand how customers evaluate service; Apply three steps to provide quality customer service over the telephone; Follow a seven-step process to provide quality customer service; Apply six steps to effectively solve customers' problems; Use the actions in the YES acronym to say no effectively.

Audience

Employees and managers who want to learn the skills necessary to provide customers with the highest level of service possible.

44006 Objectives

Unit 1: Background Information

- Identify the importance of customer service.
- List customers' basic needs.
- Use the SERVE acronym to understand how customers evaluate service.
- Simulation Overview:
 - In this simulation, you will meet with Maggie Roberts, Icon's Vice President of Products and Services, to discuss what it takes to provide quality customer service. Through your questions and her answers, you will learn about the basic needs of customers, how customers evaluate service, and three important steps you should take to provide your customers with quality service.

Unit 2: Developing Customer Service Skills

- Develop and maintain a positive attitude.
- Use three actions to show extra attentiveness to your customers.
- Prepare yourself to provide quality customer service by completing three actions.
- Apply three steps to provide quality customer service over the telephone.
- Simulation Overview:
 - In this simulation, you will receive a telephone call from Ronald Spear, the owner of Kopy Kats Copy & Print Center. Three weeks ago, Ronald purchased the IC1580 High Speed Color Printer from Icon and is experiencing difficulty with it. As the customer service representative, you must provide superior customer service by using appropriate telephone skills, being sensitive to Ronald's needs, and finding the best way to satisfy Ronald's problem.

Unit 3: Responding to Your Customer

- Follow a seven-step process to provide quality customer service.
- Apply four tips to improve your listening skills.
- Ask two types of questions to gain information.
- Use customer-friendly language.
- Simulation Overview:
 - In this simulation, you will meet with Monica Washington, the office manager for the growing law firm of Myers, McMurray & Stein, to discuss the IC430 Solution copier/printer/FAX machine the firm recently purchased. As a customer service representative in Icon's Office Products Division, you must take the proper steps to respond appropriately to Monica's questions and needs.

Unit 4: Solving Customer Service Problems

- Explain the importance of being able to solve customers' problems.
- Benefit from customers' complaints.
- Apply six steps to effectively solve customers' problems.
- Use the actions in the YES acronym to say no effectively.
- Avoid four pitfalls when solving customers' problems.
- Simulation Overview:
 - In this simulation, you will meet with Greg Baldwin, owner of the new Mouse House Internet Cafe, to discuss a problem he is having with the IC366 Network LaserPrinter. As a customer service representative in Icon's Office Products Division, you must react appropriately to Greg's problem and work to develop a solution that will benefit both Greg and Icon.

44003 - Interpersonal Communication: Telephone Skills

Interpersonal Communication: Telephone Skills will help you develop the skills needed to project a positive image on the telephone, properly address callers, and establish good rapport. You will be provided with opportunities to incorporate positive personal attributes into telephone interactions, employ strategies to control a conversation, and effectively handle situations with difficult callers.

Learn To

- Provide efficient customer service through good telephone skills; Demonstrate behavior callers appreciate; Use screening methods; Distinguish between high and low priority calls; Take accurate messages; Increase your efficiency while on the telephone.

Audience

This course is for all employees who provide inbound and outbound telephone service.

44003 Objectives

Unit 1: Background Information

- Understand the importance of telephone skills.
- Recognize how your telephone skills affect your company's image.
- Provide efficient customer service through good telephone skills.
- Incorporate positive personal attributes into telephone interactions.
- Employ strategies to control a conversation.
- Simulation Overview:
 - Each of the simulations allows you to practice the skills learned in the instructional content. You will enter realistic scenarios in which you will interact with a variety of individuals. By using the knowledge you have gained, you control the outcome of each simulation.

Unit 2: Telephone Etiquette

- Project a positive image.
- Establish a good rapport.
- Demonstrate behavior callers appreciate.
- Properly address difficult callers.
- Handle situations with angry callers effectively.
- Simulation Overview:
 - In this simulation, you will be answering incoming calls and making outbound calls. You are trying to discover why your company's Shipping Department did not deliver an order to one of your company's product vendors. You must identify various callers' needs and use professional telephone skills to address each caller appropriately.

Unit 3: Inbound Calls

- Use screening methods.
- Create an effective voice mail greeting.
- Take accurate messages.
- Transfer calls effectively.
- Put a caller on hold correctly.
- Simulation Overview:
 - In this simulation, you are handling incoming telephone calls from callers with various needs. You will provide a potential customer with information, transfer customers to the correct departments, and confirm all information you receive or provide. You are also challenged to help an angry customer by incorporating positive personal attributes into the telephone call.

Unit 4: Outbound Calls

- Prepare in advance for making calls.
- Distinguish between high and low priority calls.
- Develop secondary contacts.
- Leave effective voice mail messages.
- Increase your efficiency while on the telephone.
- Simulation Overview:
 - In this simulation, you need to project an assertive and professional image while making outbound telephone calls. When making calls, you want to communicate clearly and directly, provide appropriate information, and take notes when necessary during a discussion.

47005 - Sexual Harassment: What Employees Should Know (Service)

Sexual Harassment: What Employees Should Know teaches participants about the behaviors that constitute sexual harassment and explains the legal problems it can cause your organization. Participants learn to recognize the different types of sexual harassment and to take appropriate action to prevent it.

Learn To

- Understand what constitutes sexual harassment; Recognize the legal and workplace effects of sexual harassment; Appreciate power as the underlying driver of harassing behaviors; Know techniques for preventing harassment; Have guidelines for stopping harassment

Audience

All employees within an organization.

47005 Objectives

Unit 1: Defining Sexual Harassment

- Understand the nature of sexual harassment.
- Know the legal implications of sexual harassment.
- Determine what behavior can be viewed as sexual harassment.
- Identify the effects of sexual harassment.
- Simulation Overview:
- In this simulation, you will meet with an expert who will explain sexual harassment and discuss how it can affect an organization.

Unit 2: Understanding Legal Issues

- Identify what law sexual harassment violates.
- Understand quid pro quo harassment.
- Understand hostile environment harassment.
- Identify effects of non-employee harassment.
- Simulation Overview:
- In this simulation, you will ask an expert questions about the legal issues associated with sexual harassment in the workplace.

Unit 3: Identifying Harassing Behavior

- Identify behaviors that constitute sexual harassment.
- Understand how office romance impacts the workplace.
- Recognize that power is the cause of sexual harassment.
- Differentiate between direct and indirect power.
- Simulation Overview:
- In this simulation, you will meet with an expert who will help you identify what kinds of behaviors are classified as sexually harassing.

Unit 4: Taking Action to Prevent Harassment

- Learn some techniques to prevent sexual harassment.
- Identify the steps to take to stop sexual harassment.
- Avoid personal conversations at work.
- Simulation Overview:
- In this simulation, you will ask an expert a series of questions on how to take action to prevent sexual harassment.

42002 - Team Participation: Teamwork Fundamentals

In Team Participation: Teamwork Fundamentals, you will learn to be an effective team member. This course will teach you how to communicate effectively with team members and adapt to their various personality styles. You will also learn the various stages of team building and understand how to overcome common problems that teams encounter.

Learn To

- Differentiate between traditional and self-directed work teams; Address problems that occur within a team; Identify your responsibilities as a team member; Set appropriate team goals; Handle conflict within a team.

Audience

This course is for managers and employees who want to improve their teamwork skills.

42002 Objectives

Unit 1: Background Information

- Understand how teams benefit organizations.
- Recognize the differences between traditional and self-directed work teams.
- Determine the optimal size of an effective team.
- Identify the main categories of teams.
- Simulation Overview:
 - Each of the simulations allows you to practice the skills learned in the instructional content. You will enter realistic scenarios in which you will interact with a variety of individuals. By using the knowledge you have gained, you control the outcome of each simulation.

Unit 2: The Role of the Team Member

- Identify your responsibilities as a team member.
- Understand the importance of establishing ground rules.
- Set appropriate ground rules.
- Recognize the four stages of team building.
- Realize how the stages of team building can benefit teams.
- Simulation Overview:
 - In this simulation, you are the Operations Manager on a quality control team discussing how to reduce J & R, Inc.'s customer response time. While researching information for the meeting, you discovered that the Processing Department is overwhelmed with customer requests for information.

Unit 3: Understanding What to Expect

- Identify the characteristics of effective goals.
- Help set appropriate goals.
- Positively reinforce your teammates.
- Understand the guidelines for constructive criticism.
- Address common problems that occur in teams.
- Simulation Overview:
 - In this simulation, you are the Operations Manager on a special project team organized to compare the benefits of upgrading J & R, Inc.'s entire computer system to upgrading each department on an as-needed basis.

Unit 4: Learning to Work Together

- Adapt to different personality styles.
- Work effectively with difficult teammates.
- Understand what causes communication to break down.
- Improve your communications skills.
- Handle conflict within a team.
- In this simulation, you are the Operations Manager on J & R Inc.'s recruitment committee. You and the other team members will discuss making changes to the company's interviewing program.

45004 - Grammar Skills: The Parts of Speech

In Grammar Skills: The Parts of Speech, participants learn about grammatical organization and become proficient at identifying and properly using the eight parts of speech: nouns, verbs, pronouns, adjectives, adverbs, prepositions, conjunctions, and interjections.

Learn To

- Create and use the plural and possessive forms of nouns; Select and apply verb tenses; Use different cases and forms of pronouns; Create positive, comparative, and superlative degrees of adverbs and adjectives; Form and use prepositional phrases.

Audience

Managers and employees who want to improve their grammar skills.

45004 Objectives

Unit 1: Background Information

- List the levels of grammatical organization.
- List the eight parts of speech.
- Simulation Overview:
- In this simulation, you will be meeting with Pam Armstrong, Icon International's Knowledge Manager, to explore the benefits of studying grammar. Through your questions, you will identify what you need to know in order to write clearly.

Unit 2: Nouns and Verbs

- Create the plural form of nouns.
- Form possessive nouns correctly.
- Classify verbs as transitive, intransitive, or linking.
- Create the present and past participle forms of verbs.
- Use progressive and perfect verb tenses.
- Use participles, gerunds, and infinitives correctly.
- Simulation Overview:
- In this simulation, you will meet with Marcus Robinson, one of Icon's Information Services Editors. You will be demonstrating your understanding of nouns and verbs.

Unit 3: Pronouns, Adjectives, and Adverbs

- List the pronoun categories.
- Use singular and plural forms of first, second, and third person pronouns.
- Use the different cases of pronouns correctly.
- Create positive, comparative, and superlative degrees of adjectives and adverbs.
- Simulation Overview:
- In this simulation, you will meet with William White, one of Icon's Information Services Editors. You will be practicing your skills using pronouns, adjectives, and adverbs.

Unit 4: Prepositions, Conjunctions, and Interjections

- Use prepositional phrases correctly.
- List the four types of conjunctions.
- Punctuate conjunctions properly.
- Use interjections properly.
- Simulation Overview:
- In this simulation, you will be meeting with Monica Ramirez, one of Icon's Information Services Editors. You will be practicing your skills using prepositions, conjunction, and interjections.

45006 - Grammar Skills: Punctuation, Mechanics and Word Usage

In Grammar Skills: Punctuation, Mechanics, and Word Usage, participants learn proper word choice and usage, review rules for punctuation and mechanics, and receive guidance on spotting confusing homonyms and overcoming common spelling challenges and errors.

Learn To

- Choose words for their specificity and appropriateness; Correctly use commas, quotation marks, semicolons, and other punctuation; Differentiate between synonyms and antonyms; Recognize and correctly use commonly confused homonyms; Identify and use prefixes and suffixes.

Audience

Managers and employees who want to improve their grammar skills.

45006 Objectives

Unit 1: Background Information

- Use words with specific meanings when writing.
- Use words that are familiar when writing.
- Use words that have the appropriate connotation.
- Avoid using redundant and slang expressions.
- Simulation Overview:
 - In this simulation, you will be meeting with Pam Armstrong, Icon International's Knowledge Manager, to explore the benefits of proper word choice and usage. Through your questions, you will learn why proper word choice is important, what words you should use, and what words you should avoid using.

Unit 2: Punctuation and Mechanics

- Place commas correctly in sentences.
- Use semicolons and colons properly.
- Use hyphens and dashes correctly.
- Differentiate between parentheses and brackets.
- Follow the guidelines for using apostrophes.
- Place quotation marks correctly.
- Follow the guidelines for using numbers correctly.
- Simulation Overview:
 - In this simulation, you will meet with Marcus Robinson, one of Icon's Information Services Editors. You will be applying the information you have learned about the importance of correct punctuation and mechanics when writing.

Unit 3: Synonyms, Antonyms, and Homonyms

- Differentiate between synonyms and antonyms.
- Use several common homonyms correctly.
- Recognize differences between various homonyms.
- In this simulation, you will meet with William White, one of Icon's Information Services Editors. You will be using the information you have learned about differentiating between homonyms. You will also demonstrate your understanding of synonyms and antonyms.

Unit 4: Misused and Misspelled Words

- Correctly use several frequently misused words.
- Attach prefixes properly to a word.
- Attach suffixes properly to a word.
- Know when to use 'ei' or 'ie' when spelling.
- Know when to use 'ceed,' 'sede,' or 'cede' when spelling.
- In this simulation, you will be meeting with Monica Ramirez, one of Icon's Information Services Editors. You will be applying the information you have learned in order avoid using misspelled and misused words.

45005 - Grammar Skills: Writing Effective Sentences

In Grammar Skills: Writing Effective Sentences, participants acquire best practices for writing effective sentences. They learn to apply critical rules of agreement and optimize sentence structure. They learn to classify sentences according to their complexity, create parallel constructions, use the active voice, and avoid common writing pitfalls.

Learn To

- Identify and construct simple, compound, complex, and compound-complex sentences; Use simple, complete, and compound subjects and predicates; Use different types of phrases and clauses; Avoid run-on sentences, sentence fragments, and lack of agreement between nouns and verbs.

Audience

Managers and employees who want to improve their ability to write grammatically correct sentences.

45005 Objectives

Unit 1: Background Information

- Identify the elements of a sentence.
- List the four different types of sentences.
- Simulation Overview:
 - In this simulation, you will be meeting with Pam Armstrong, Icon International's Knowledge Manager, to explore the benefits of writing effective sentences. Through your questions, you will identify the different elements of a sentence, as well as the various types of sentences.

Unit 2: Forming Sentences Correctly

- Create the plural form of nouns correctly.
- Follow the subject - verb - complement order when forming sentences.
- Use simple, complete, and compound subjects and predicates.
- Use the five different types of phrases correctly.
- List the two types of clauses.
- Classify sentences as simple, compound, complex, or compound-complex.
- Simulation Overview:
 - In this simulation, you will meet with Marcus Robinson, one of Icon's Information Services Editors. You will be applying your skills in order to form sentences correctly.

Unit 3: Agreement Rules

- Pair subjects and verbs that agree with one another.
- Identify the three groups of nouns that look plural but act singularly.
- Use compound subjects with the appropriate verb agreement.
- Form sentences that use correct verb agreement.
- Create sentences that have parallel structure.
- Simulation Overview:
 - In this simulation, you will meet with William White, one of Icon's Information Services Editors. You will be demonstrating your understanding of various agreement rules.

Unit 4: Improving Sentence Structure

- List the four types of sentence fragments.
- Use the tactics for avoiding run-on sentences.
- Follow the steps for changing passive voice to active voice.
- Use infinitives correctly in a sentence.
- Apply overall guidelines that will help you write effective sentences.
- Simulation Overview:
 - In this simulation, you will be meeting with Monica Ramirez, one of Icon's Information Services Editors. You will be applying the information you have learned in order to improve your sentence structure when writing.